Manitoba
Family Services and Labour

Annual Report
2011 – 2012

Manitoba

MINISTER
OF FAMILY SERVICES AND LABOUR

Room 357
Legislative Building
Winnipeg, Manitoba R3C 0V8
CANADA

September 2012

His Honour the Honourable Philip S. Lee, C.M., O.M.
Lieutenant Governor of Manitoba
Room 235, Legislative Building
Winnipeg, Manitoba
R3C 0V8

Your Honour:

I have the pleasure of presenting the Annual Report of the Department of Family Services and Labour of the Province of Manitoba covering the period from April 1, 2011 to March 31, 2012, which includes the Annual Reports for the Manitoba Women's Advisory Council and the Disabilities Issues Office.

Respectfully submitted,

Jennifer Howard

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Honourable Jennifer Howard
Minister of Family Services and Labour

Minister:

I have the honour of presenting to you the Annual Report for the Department of Family Services and Labour for the fiscal year ending March 31, 2012. This report includes the Annual Reports for the Manitoba Women's Advisory Council and the Disabilities Issues Office.

The Department continued its efforts to support the healthy development of Manitoba children, families and communities; to increase the safety and well-being of vulnerable Manitobans; and to provide fair and safe work places and practices for employees and employers alike.

Working with the federal government and the First Nation Child and Family Services Authorities, in 2011/12 the Department implemented an on-reserve Enhanced Prevention Framework, and continued its efforts on the Differential Response/Family Enhancement initiative that will see earlier, less intrusive supports and services provided to families requiring assistance.

Over the last year, the Department continued to build and strengthen Manitoba's early learning and child care system through the implementation of *Family Choices: Manitoba's Five-Year Agenda for Early Learning and Child Care.* Highlights included a commitment of funding for an additional 2,100 child care spaces, and the launch of a two-year incentive to increase participation in the province-wide pension plan for child care centre workers. Other highlights included continued training and recruitment initiatives, new funding supports for rural and northern Manitoba and continued investments in capital projects. In addition, the Department made a number of enhancements to its disability programs to ensure that sustainable and appropriate services continue to be provided to Manitobans with disabilities and, in response to the proclamation of *The Accessibility Advisory Council Act* and *Amendments to the Government Purchases Act,* the Department continued to develop barrier-free purchasing policies and guidelines to help ensure that persons with disabilities have access to the Government of Manitoba information and services they require.

The Department also began the development of a comprehensive, multi-year domestic violence strategy called *Safer Today, Stronger Tomorrow*, and launched public consultations to gather information on how to improve prevention efforts and services for families and individuals affected by family violence.

In June 2011, the Department also introduced two significant initiatives designed to improve the online information available to Manitoba families. These included the expansion of the Online Child Care Registry which allows parents across the province to locate and register their children online for child care services, and the launch of the ManitobaParentZone.ca website which provides parents with access to trusted, evidence-based, Manitoba-focused parenting and child development information 24 hours per day – seven days per week.

Following the reorganization announced in January 2012, departmental staff worked closely with staff of Manitoba Entrepreneurship, Training and Trade (ETT) to ensure that Employment and Income Assistance (EIA) participants continued to receive program benefits and services without disruption as responsibility for the EIA program was transferred to ETT.

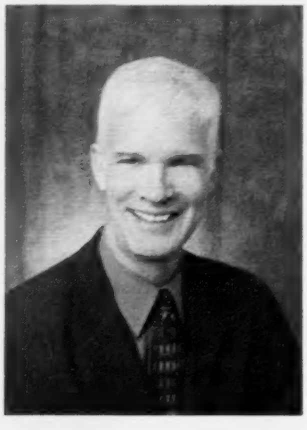
In addition, departmental staff played a key role in supporting and assisting over 1,807 families and 346 individual Manitobans who were affected by the 2011 flood. This included coordinating assistance to municipalities and ensuring that emergency social services and financial assistance were provided to those in need.

In addition to these activities, significant work was undertaken to enhance workplace safety and fairness across the province. Manitoba's minimum wage rate was increased for the eleventh consecutive year to $10.00 per hour to ensure that lower-income Manitobans are compensated fairly. The Department also continued its work with employers and workers to reduce the time-loss injury rate in Manitoba. In 2011/12, the injury rate was 3.3 per 100 full-time workers representing a reduction in the injury rate of 41 per cent since 2000. In addition, the Department introduced an amendment to *The Employment Standards Code* which supports the development of voluntary, individual flex-time agreements and provides more flexibility to employees and employers in adjusting daily hours of work to balance work - life issues.

Going forward, the Department will continue to support the safety and well-being of Manitoba children, families, communities and workplaces, while encouraging economic growth and development.

I would also like to acknowledge the important role our employees and external advisory committees play in shaping and ensuring that the services and supports provided by the Department meet the many and varied needs of Manitobans across our province.

Respectfully submitted,



Jeff Parr
Deputy Minister
Family Services and Labour

Overview of 2011/12 Achievements

The Department realized a number of important achievements during the 2011/12 fiscal year as it continued its efforts to support the healthy development of Manitoba children, families and communities, increase the safety and well-being of vulnerable Manitobans, and provide fair and safe work places and practices for employees and employers alike.

Manitoba Early Learning and Child Care continued to implement *Family Choices: Manitoba's Five-Year Agenda for Early Learning and Child Care* which included: funding committed for an additional 2,100 child care spaces to help more families find licensed child care spaces; launching a two-year incentive to encourage participation in the province-wide pension plan for child care centre workers; continued funding for training supports and recruitment incentives for early childhood educators; new funding supports for rural and northern Manitoba; and continuing investments in capital projects under the *Family Choices Building Fund* to support the development of more early learning and child care spaces. To date, a total of 115 early learning and child care capital projects have been supported through *Family Choices*.

Manitoba Early Learning and Child Care also expanded the Online Child Care Registry, allowing parents across the province to look for and register their children for child care services, and child care providers to create and manage online waitlists. Following the provision of individualized mentorship support, Manitoba Early Learning and Child Care also mandated that all preschool centres and nursery schools develop their own curriculum statements based on *Early Returns: Manitoba's Early Learning and Child Care Curriculum Framework for Preschool Centres and Nursery Schools* by December 2011. These statements will guide early childhood educators as they design play-based, developmentally appropriate interactions, relationships, environments and experiences to allow all children to develop to their fullest potential.

The Department also made a number of significant gains in the area of disability programs and services. In June 2011, the Department released *Thrive! a* five-year plan for helping Manitobans with autism spectrum disorders and their families. Following the announcement, the Department invited representatives from advocacy groups, Manitoba Education and Manitoba Health to join them in forming an autism leadership group which will serve as a forum to share ideas, identify challenges and help prioritize and implement options to address the needs of children, youth and adults affected by autism.

To better protect vulnerable persons from abuse and neglect, the Department also formulated amendments to *The Vulnerable Persons Living with a Mental Disability Act*. The amendments, proclaimed August 15, 2011, created new offences for which individuals could be charged. The Department also initiated work on drafting new Regulations that will support *The Adult Abuse Registry Act*, which received royal assent on June 16, 2011.

In addition, the Community Living disABILITY Services program (formerly the Supported Living Program) embarked on a strategic redevelopment plan to improve accountability and build a foundation for reduced cost growth and the long-term sustainability of the program. Over the next few years, this work will focus on improving service and funding standards, the development of alternative resources, quality assurance, and the establishment of a more proactive and sustainable service delivery system.

The Department also began the development of a comprehensive multi-year domestic violence strategy, called *Safer Today, Stronger Tomorrow*, and launched public consultations to gather information on how to improve prevention efforts and services for those affected by domestic violence.

The Family Violence Prevention Program (FVPP) provided increased security for staff and clients at nine community agencies. FVPP also continued to provide domestic violence training in workplaces across Manitoba. Through this initiative, over 650 participants have received training since 2009. FVPP partnered in the development of the SafePet Program, which facilitates the temporary care of pets by Winnipeg Humane Society volunteers, helping pet owners leave abusive relationships. New funding was provided to two family violence prevention programs: Man Are Part of the Solution in Thompson, which provides counselling to men with abusive behaviours and the Survivor's Hope Crisis Centre, which provides workshops on healthy relationships to students in north eastern Manitoba.

In 2011/12, the Department also introduced a number of initiatives designed to improve the health, safety and outcomes of Manitobans. Through the Manitoba Status of Women, and in partnership with Manitoba Health, the Department developed and launched a renewed Women's Health Strategy and administered 80 Training for Tomorrow Educational Awards of $1,250 each to encourage women to enter into math, science and technology programs at Manitoba's four colleges. The Department also launched the ManitobaParentZone.ca website in June 2011, to provide Manitoba parents with trusted, Manitoba-focused, parenting and child development information they can access 24 hours per day, seven days per week. The website is an important part of the Province's efforts to help support and strengthen Manitoba families and communities.

The Department continued to lead the implementation of ALL Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy. In June 2011, *The Poverty Reduction Strategy Act* was passed. As a result, the first annual ALL Aboard Budget Statement was tabled in the Legislature in March 2012. The Act also established the ALL Aboard Committee, which includes both community members and members of the Provincial Cabinet, to give overall direction to the Strategy.

The Disabilities Issues Office responded to the proclamation of *The Accessibility Advisory Council Act* and *Amendments to the Government Purchases Act* by supporting the work of the ministerially appointed Accessibility Advisory Council and continuing to work with Manitoba Infrastructure and Transportation to develop barrier-free purchasing policies and guidelines that will ensure that persons with disabilities have access to the Government of Manitoba information and services they require.

The Child and Family Services (CFS) Division worked with the CFS Authorities to introduce a new federal/provincial harmonized agency funding model, and a system to support five-year business plans for CFS agencies. The CFS division and Authorities, also implemented Aboriginal Affairs and Northern Development Canada's on-reserve child and family services Enhanced Prevention Framework and continue their efforts toward the implementation of the Differential Response/Family Enhancement initiative which will see earlier, less intrusive supports and services provided to families who require assistance.

The CFS division, in partnership with the Authorities and the Federal Government, also undertook financial reviews of five child and family services agencies which included a a review of financial policies and procedures and reviews of specific risk areas. The division also made the First Choice Pilot Project a fully integrated and permanent service within Family Conciliation Services and finalized a bilingual electronic guide for grandparents and other extended family members seeking access to grandchildren, nieces, nephews, etc., as part of their work on the Grand Relations Strategy.

The Community Service Delivery (CSD) Division also realized a number of significant achievements during 2011/12. Following the government-wide reorganization announced in January 2012, CSD staff ensured that services and supports continued to be provided to Employment and Income Assistance (EIA) participants without interruption as program and policy responsibilities for the EIA program were transitioned to Manitoba Entrepreneurship, Training and Trade.

Through its rural and northern services offices, the CSD division also provided Emergency Social Services and financial support to over 1,807 families and 346 individual Manitobans who were affected by the 2011 flood.

The Office of the Fire Commissioner (OFC) also provided emergency response planning and operations support to the RM of St. Laurent and to communities affected by flooding along Lake Manitoba, the Assiniboine and the Souris Rivers.

The OFC also underwent significant organizational change and growth as a result of the OFC/Mechanical and Engineering amalgamation to create Inspection and Technical Services Manitoba, which has streamlined and improved client services related to the examination and licensing of trades, issuing of permits and the provision of inspection services for those working in the engineering, technical safety, construction and building codes/standards industries. This initiative will ensure that appropriate standards are maintained and enforced with respect to public safety.

The Department also undertook a number of activities to support and enhance accountability and governance among its service delivery partners. In 2011/12, the Agency Accountability and Support Unit (AASU) led the negotiation of nine multi-departmental Service Purchase Agreements through the *Streamlining Access for Non Profit Organizations* pilot project. The AASU also facilitated 9 general training sessions and 11 specific sessions on board governance to a wide variety of agencies across the province, which presented information on the general roles and responsibilities of non-profit boards, legal duties and liabilities and a discussion of governance versus management responsibilities.

The Department also undertook a number of initiatives designed to promote safe and healthy workplaces, balanced employment practices and harmonious labour/

management relations. It continued its work with employers and workers to reduce the time-loss injury rate in Manitoba. In 2011/12, the injury rate was 3.3 per 100 full-time workers representing a reduction in the injury rate of 41 per cent since 2000. One key factor in injury prevention was a 12.56 per cent increase in the number of workplace inspections the Department conducted in 2011/12. Workplace safety and health legislation was also changed in 2011/12 to prevent workplace injuries. The Operation of Mines Regulation was modernized to reflect current best practices, including new provisions for safe work procedures and prohibiting the tethering of workers to remote-controlled machinery (except for fall protection). The Workplace Safety and Health Regulation was also updated to strengthen violence prevention provisions, and to require specific workplaces to develop and follow a violence prevention policy.

In addition, *The Employment Standards Code* was amended to introduce voluntary individual flex-time agreements, providing more flexibility to employees and employers in adjusting daily hours of work to balance work-life issues. This will give employees opportunities to spend more time with their families and help employers to better plan and schedule work times to meet customer needs. Other amendments included providing a "just cause" standard for terminating employment without notice (replacing the "wilful misconduct" standard), which is more in line with practices in other provinces. Exemption from holiday pay was also extended to climate-controlled agricultural workplaces. These changes came into effect on January 1, 2012.

Recognizing that effective enforcement is critical to protecting the rights of employees and employers under *The Employment Standards Code,* Employment Standards initiated 2,720 investigations and recovered $1.3 million in wages owed to workers. Investigators also conducted 437 proactive investigations to advance labour standards rights and obligations in the workplace.

Conciliation and Mediation Services provided assistance in 114 conciliation assignments under *The Labour Relations Act* and disposed of 68 assignments, 94 per cent of which were finalized without a work stoppage. Assisting employers and unions to settle collective agreements with a minimum of strikes and lockouts and person-days lost to work stoppages, ensures a stable labour relations climate in Manitoba that benefits workers, businesses, and the economy.

Manitoba's minimum wage was increased for the eleventh consecutive year, to $10.00 per hour effective October 1, 2011. Amendments made to the Construction Industry Minimum Wage Regulation in February 2012 will provide for wage increases for the Industrial, Commercial and Institutional, and Heavy Construction Sectors in 2012 and 2013. A higher minimum wage that is competitive with minimum wages in other Canadian jurisdictions increases Manitoba's ability to attract and retain workers, both for entry level jobs and in the construction sector.

The Pension Benefits Act and Regulation were amended to strengthen enforcement and appeal processes, through the ability to issue administrative penalties, file orders and appropriate documents with the court, register with the Personal Property Registry, and a more specific process for hearings and appeals. New provisions also permit the minister to enter into a new multi-lateral agreement for the regulation of multi-jurisdictional pension plans that would provide a clear legal framework for regulating these plans. Given the ever increasing complexities around pension plans and their regulation, a new multi-lateral agreement has been developed by the Canadian Association of Pension Supervisory Authorities for consideration by all Canadian governments with pension benefit standards legislation. These changes came into effect on January 1, 2012 and will further protect the pension promise of income for life for pension plan members and retirees.

Other legislative and regulatory changes made in 2011/12 were:

- Amendments to *The Firefighters and Paramedics Arbitration Act* came into force to extend the arbitration process to all unionized firefighters, regardless of whether they are employed full time.
- The Manitoba Fire Code was repealed and replaced in order to adopt the new *National Fire Code of Canada 2010* along with Manitoba-specific amendments, which included new requirements for the installation of carbon-monoxide detectors in certain buildings such as schools, child care centres, personal care homes, and hospitals.
- The Manitoba Building Code and Manitoba Plumbing Code were repealed and replaced in order to adopt new versions of the respective national codes along with Manitoba-specific amendments, which included provisions adopting universal design principles, new requirements for fire detection in certain residential occupancies, and numerous technical updates.
- *The Accessibility Advisory Council Act* and *Amendments to the Government Purchases Act* were enacted as a foundation for new legislation to prevent and remove barriers to accessibility for Manitobans with disabilities.

Aperçu des réalisations de 2011-2012

Le Ministère a beaucoup accompli durant l'exercice 2011-2012 dans les efforts qu'il continue d'investir pour favoriser le bon développement des enfants, des familles et des collectivités du Manitoba, pour améliorer la sécurité et le bien-être des Manitobains vulnérables, et pour faire en sorte que les employés comme les employeurs bénéficient de milieux et de méthodes de travail équitables et sûrs.

Apprentissage et garde des jeunes enfants Manitoba a continué de mettre en œuvre *Choix familiaux : Programme quinquennal du Manitoba pour l'apprentissage et la garde des jeunes enfants.* Ainsi, des fonds ont été accordés pour 2 100 places de garderie supplémentaires afin d'aider plus de familles à trouver des places dans des garderies agréées; une mesure d'incitation de deux ans a été prise afin d'encourager à cotiser au régime de pension provincial des travailleurs de garderie; le financement d'activités de formation et de mesures d'incitation au recrutement d'éducateurs de la petite enfance s'est poursuivi; les régions rurales et le Nord du Manitoba ont reçu de nouvelles aides financières; et le *Fonds de construction de choix familiaux* a continué d'investir dans des projets d'immobilisations en appui à la création de plus de places de prématernelle et de garderie. À ce jour, ce sont en tout 115 projets d'immobilisations dans le secteur de l'apprentissage et de la garde des jeunes enfants qui ont été et sont financés par l'intermédiaire de *Choix familiaux*.

Apprentissage et garde des jeunes enfants Manitoba a également élargi le Registre en ligne des services de garde d'enfants, ce qui permet aux parents de toute la province de chercher des services de garde et d'y inscrire leurs enfants, et aux fournisseurs de services de garde de créer et de gérer des listes d'attente en ligne. Après avoir fourni un mentorat et un soutien individualisés, Apprentissage et garde des jeunes enfants Manitoba a également ordonné que tous les services de garde préscolaire et toutes les prématernelles élaborent avant décembre 2011 leurs propres énoncés de programmes éducatifs en se fondant sur *Des résultats précoces : Cadre d'élaboration d'un curriculum des programmes d'apprentissage et de garde des jeunes enfants du Manitoba pour les services de garde préscolaire et les prématernelles.* Ces énoncés guideront les éducateurs de la petite enfance dans la conception d'interactions, de relations, d'environnements et d'expériences fondés sur le jeu et appropriés sur le plan du développement.

Le Ministère a beaucoup progressé aussi en ce qui concerne les programmes et les services destinés aux personnes handicapées. Ainsi, en juin 2011, il a publié *S'épanouir!*, plan quinquennal visant à aider les Manitobains présentant des troubles du spectre autistique et leur famille. Après l'annonce, le Ministère a invité des représentants d'associations, d'Éducation Manitoba et de Santé Manitoba à se joindre à lui pour former un groupe pour le leadership en matière d'autisme qui sera une tribune où l'on échangera des idées, cernera les problèmes et aidera à prioriser et à mettre en œuvre des options pour répondre aux besoins des enfants, des jeunes et des adultes touchés par l'autisme.

Afin de mieux protéger les personnes vulnérables contre les mauvais traitements et la négligence, le Ministère a également formulé des modifications à la *Loi sur les personnes vulnérables ayant une déficience mentale.* Ces modifications, promulguées le 15 août 2011, créent de nouvelles infractions dont les auteurs peuvent être inculpés.

Le Ministère a également entrepris les travaux de rédaction d'un nouveau règlement en appui à la *Loi sur le Registre des mauvais traitements infligés aux adultes*, qui a reçu la sanction royale et 16 juin 2011.

De plus, le programme des Services d'intégration communautaire des personnes handicapées (anciennement le Programme d'aide à la vie en société) s'est lancé dans un plan de redéfinition stratégique afin d'améliorer la reddition de comptes et de poser les bases d'une croissance réduite des coûts et de la viabilité à long terme du programme. Dans les toutes prochaines années, ce travail se concentrera sur l'amélioration des normes de service et de financement, le développement d'autres ressources, l'assurance de la qualité et l'établissement d'un système de prestation de services plus dynamique et plus durable.

Le Ministère a également commencé à élaborer une stratégie globale pluriannuelle contre la violence familiale, appelée *Plus en sécurité aujourd'hui, plus forte demain*, et lancé des consultations publiques afin de déterminer ce qu'il faut faire pour améliorer les mesures et les services de prévention pour les personnes touchées par la violence familiale.

Le Programme de prévention de la violence familiale (PPVF) a fourni une sécurité renforcée au personnel et aux clients de neuf organismes communautaires. Le PPVF a aussi continué de proposer en milieu de travail, dans tout le Manitoba, des formations relatives à la violence familiale. Grâce à cette initiative, plus de 650 participants ont bénéficié d'une formation depuis 2009. Le PPVF s'est associé à l'élaboration du Programme d'hébergement des animaux familiers qui facilite le placement temporaire de ces animaux auprès de bénévoles de la Société protectrice des animaux de Winnipeg, ce qui aide leurs propriétaires à quitter des relations violentes. De nouveaux fonds ont été fournis à deux programmes de prévention de la violence familiale : Men Are Part of the Solution, à Thompson, qui offre du counseling aux hommes qui ont des comportements violents, et le Survivor's Hope Crisis Centre, qui propose aux élèves /étudiants du Nord-Est du Manitoba des ateliers sur les relations saines.

En 2011-2012, le Ministère a également mis sur pied plusieurs initiatives visant à améliorer la santé et la sécurité des Manitobains. Dans le cadre de Situation de la femme Manitoba, et en partenariat avec Santé Manitoba, le Ministère a défini et lancé une stratégie renouvelée en matière de santé féminine et attribué 80 bourses d'études *Une formation pour l'avenir* d'un montant de 1 250 $ chacune afin d'encourager les femmes à étudier en mathématiques, en sciences et en technologie dans quatre collèges du Manitoba. Par ailleurs, le Ministère a lancé en juin 2011 le site Web zonedesparentsduManitoba.ca, afin de fournir aux parents manitobains, 24 h sur 24, sept jours sur sept, des renseignements fiables, axés sur le Manitoba, sur le rôle de parent et sur le développement de l'enfant. Le site Web occupe une place importante dans les mesures prises par la province pour aider à soutenir et à renforcer les familles et les collectivités manitobaines.

Le Ministère a continué de diriger la mise en œuvre de TOUT LE MONDEÀ bord : Stratégie manitobaine de réduction de la pauvreté et de l'inclusion sociale. En juin 2011 a été adoptée la *Loi sur la stratégie de réduction de la pauvreté*, ce qui a permis de déposer en mars 2012 à l'Assemblée législative le premier énoncé budgétaire annuel de TOUT LE MONDEÀ bord. La Loi portait aussi création du Comité de TOUT LE MONDEÀ bord, auquel siègent des membres de la collectivité et des membres du Cabinet provincial et qui donne à la Stratégie une orientation générale.

Le Bureau des personnes handicapées a réagi à la promulgation de la *Loi sur le Conseil consultatif de l'accessibilité et modifiant la Loi sur les achats du gouvernement* en soutenant dans son travail ledit Conseil nommé par le Ministre et en continuant de collaborer avec
Infrastructure et Transports Manitoba afin d'élaborer, en matière d'achats, des politiques et des directives propices à l'élimination des obstacles pour faire en sorte que les personnes handicapées aient accès à l'information et aux services du gouvernement du Manitoba dont elles ont besoin.

La Division des services à l'enfant et à la famille (SEF) a travaillé en collaboration avec les autorités des SEF afin de mettre en place un nouveau modèle de financement des organismes fédéral-provincial harmonisé et un système visant à appuyer des plans d'activités quinquennaux pour les organismes de SEF. La Division et les autorités des SEF ont également mis en œuvre l'Approche améliorée axée sur la prévention des services à l'enfance et à la famille dans les réserves d'Affaires autochtones et Développement du Nord Canada et continué leurs efforts en vue de la mise en œuvre de l'initiative d'approche différentielle et de valorisation de la famille dans le cadre de laquelle les aides et les services fournis aux familles qui en ont besoin interviendront plus rapidement, tout en étant moins envahissants.

La Division des SEF a également entrepris, en partenariat avec les autorités et le gouvernement fédéral, l'examen financier de cinq organismes de services à l'enfant et à la famille, ce qui comprend un examen des politiques et procédures financières et des aspects présentant des risques particuliers. Par ailleurs, la Division a fait du projet pilote Premier choix un service permanent, pleinement intégré dans le Service de conciliation familiale. Elle a aussi, dans le cadre de son travail sur la Stratégie « grands liens », mis la dernière touche à un guide électronique bilingue destiné aux grands-parents et autres membres de la famille élargie cherchant à avoir accès à des petits-enfants, neveux, nièces, etc.

La Division de la prestation des services dans les communautés (PSC) a beaucoup réalisé également en 2011-2012. Après la réorganisation pangouvernementale annoncée en janvier 2012, le personnel de la PSC a fait en sorte que les services et les aides continuent d'être apportés sans interruption aux participants à l'Aide à l'emploi et au revenu (AER) pendant le transfert à Entreprenariat, Formation professionnelle et Commerce Manitoba (EFPC) des responsabilités de programme et de politique relatives au programme de l'AER.

Par l'intermédiaire de ses bureaux en zone rurale et dans le Nord, la Division de la PSC a également fourni des services sociaux d'urgence et une aide financière à plus de 1 807 familles et 346 Manitobains victimes des inondations de 2011.

Le Bureau du commissaire aux incendies (BCI) a également fourni une aide à la planification des interventions d'urgence et aux opérations de secours à la municipalité rurale de St-Laurent et à des collectivités touchées par les inondations le long du lac Manitoba, de l'Assiniboine et de la Souris.

Par ailleurs, le BCI s'est sensiblement réorganisé et a connu une croissance importante à la suite de son regroupement avec la Direction de la mécanique et de la technique pour créer Inspection et services techniques Manitoba, ce qui a simplifié et amélioré les services à la clientèle en ce qui concerne les examens et certifications professionnels, la délivrance de permis et la prestation de services d'inspection pour ceux qui travaillent dans les secteurs visés par les codes et normes régissant l'ingénierie, la sécurité technique et la construction. Cette initiative garantira que les normes voulues sont respectées en ce qui concerne la sécurité du public.

Le Ministère a également entrepris plusieurs activités destinées à soutenir et à renforcer la responsabilité et la gouvernance chez ses partenaires de prestation de services. En 2011-2012, la Section de la responsabilisation et du soutien des organismes (SRSO) a dirigé la négociation de neuf ententes de services multiministérielles dans le cadre du projet pilote *Streamlining Access for Non Profit Organizations*. La SRSO a aussi animé, à l'intention de très divers organismes dans toute la province, neuf séances de formation générale et 11 séances de formation particulière sur la gouvernance des conseils où elle a expliqué les rôles et responsabilités généraux, ainsi que les obligations et responsabilités juridiques, du conseil des organismes à but non lucratif et présenté une analyse des responsabilités sur le plan de la gouvernance par opposition aux responsabilités en matière de gestion.

En outre, le Ministère a pris plusieurs initiatives destinées à promouvoir la sécurité et la protection de la santé en milieu de travail, des pratiques équilibrées en matière d'emploi et des relations syndicales-patronales harmonieuses. Il a continué de travailler en collaboration avec les employeurs et les employés afin de réduire le taux d'accidents avec perte de temps au Manitoba. En 2011-2012, le taux d'accidents corporels était de 3,3 % des employés à plein temps, ce qui représente une réduction de 41 % depuis 2000. Facteur clé dans la prévention des accidents, le nombre des inspections des lieux de travail effectuées par le Ministère a augmenté de 12,56 % en 2011-2012. La réglementation de la sécurité et de la protection de la santé en milieu de travail a aussi été modifiée en 2011-2012 afin de prévenir les accidents du travail. Le Règlement sur l'exploitation minière a été mis à jour afin de tenir compte des pratiques exemplaires actuelles. Il comprend maintenant de nouvelles dispositions sur les méthodes de travail sécuritaires et l'interdiction d'attacher les travailleurs à des machines télécommandées (sauf pour la protection contre les chutes). Le Règlement sur la sécurité et la santé au travail a également été mis à jour afin de renforcer les dispositions relatives à la prévention de la violence et d'exiger que certains milieux de travail se dotent d'une politique en la matière.

De plus, le *Code des normes d'emploi* a été modifié afin d'y prévoir les horaires variables personnalisés qui donnent plus de souplesse aux employés et aux employeurs dans l'adaptation des heures de travail quotidiennes afin d'équilibrer travail et vie personnelle. Cela permet aux employés de passer plus de temps avec leur famille et aide les employeurs à mieux planifier les horaires de travail de manière à répondre aux besoins des clients. Parmi les autres modifications apportées, mentionnons la norme relative à l'obligation de fournir un « motif valable » pour licencier sans préavis (remplace la norme de « faute intentionnelle »), ce qui correspond plus à ce qui se fait dans d'autres provinces. L'exception relative à l'indemnité de jour férié a par ailleurs été élargie aux milieux de travail agricole dépendant du climat. Ces changements sont entrés en vigueur le 1er janvier 2012.

Consciente de ce qu'une réelle application du *Code des normes d'emploi* est essentielle pour protéger les droits des employés et des employeurs, la Direction des normes d'emploi a mené 2 720 enquêtes et recouvré 1,3 million de dollars en salaires dus à des employés. Les enquêteurs ont également réalisé 437 enquêtes préventives afin de veiller au respect en milieu de travail des droits et obligations prévus par les normes du travail.

La Direction des services de conciliation et de médiation a fourni une aide dans 114 dossiers de conciliation attribués en vertu de la *Loi sur les relations du travail* et régler 68 dossiers, dans 94 % des cas sans qu'il y ait cessation de travail. Aider les employeurs et les syndicats à s'entendre sur des conventions collectives avec un minimum de grèves, de lock-out et de journées-personnes perdues à cause de cessations de travail, garantit un climat de relations du travail stable au Manitoba qui est dans l'intérêt des employés, des entreprises et de l'économie.

Le salaire minimum manitobain a été augmenté pour la 11e année consécutive et porté à 10,00 $ de l'heure à compter du 1er octobre 2011. Les modifications apportées au Règlement sur le salaire minimum dans le secteur de l'industrie de la construction en février 2012 prévoient des augmentations de salaire dans le secteur industriel, commercial et institutionnel et dans celui de la construction lourde en 2012 et 2013. Un salaire minimum augmenté qui est compétitif par rapport au salaire minimum dans les autres provinces canadiennes aide le Manitoba à attirer et à retenir plus de travailleurs, tant pour des emplois de premier échelon que pour des emplois dans le secteur de la construction.

La *Loi sur les prestations de pension* et son Règlement ont été modifiés afin d'en renforcer les processus d'application et d'appel, par la capacité d'infliger des sanctions administratives, de déposer des ordonnances et les documents voulus auprès de la Cour, de s'inscrire auprès du Bureau d'enregistrement relatif aux biens personnels, et par un processus plus particulier en ce qui concerne les audiences et les appels. Les nouvelles dispositions permettent également au ministre de conclure, pour la réglementation des régimes de retraite relevant de plusieurs niveaux de compétence, une nouvelle entente multilatérale qui fournisse un cadre juridique clair en ce qui concerne la réglementation de ces régimes. Étant donné la complexité toujours croissante des régimes de retraite et de leur réglementation, l'Association canadienne des organismes de contrôle des régimes de retraite a élaboré une nouvelle entente multilatérale qu'elle a soumise à tous les gouvernements canadiens qui réglementent les normes en matière de prestations de pension. Ces changements, qui sont entrés en vigueur le 1er janvier 2012, renforceront encore la promesse de revenu à vie pour les cotisants à ces régimes et les retraités.

D’autres modifications législatives et réglementaires ont été apportées en 2011-2012 :

- Les modifications à la *Loi sur l’arbitrage relative aux pompiers et aux travailleurs paramédicaux* sont entrées en vigueur afin d’étendre le processus d’arbitrage à tous les pompiers syndiqués, qu’ils travaillent à plein temps ou pas.
- Le Code de prévention des incendies du Manitoba a été abrogé et remplacé afin d’adopter le nouveau *Code national de prévention des incendies –Canada 2010* ainsi que des modifications particulières au Manitoba, dont de nouvelles exigences relatives à l’installation de détecteurs de monoxyde de carbone dans certains édifices, comme les écoles, les centres de garderie, les foyers de soins personnels et les hôpitaux.
- Le Code du bâtiment du Manitoba et le Code de la plomberie du Manitoba ont été abrogés et remplacés afin d’adopter les nouvelles versions des codes nationaux respectifs ainsi que des modifications particulières au Manitoba, dont des dispositions relatives à l’adoption de principes de conception universelle, de nouvelles exigences en matière de détection des incendies dans certains locaux d’habitation et de nombreuses mises à jour d’ordre technique.
- La *Loi sur le Conseil consultatif de l’accessibilité et modifiant la Loi sur les achats du gouvernement* a été promulguée comme base de nouvelles mesures législatives visant à prévenir et à éliminer les obstacles à l’accessibilité pour les Manitobains handicapés.

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This document is available in alternate formats upon request.

Preface

Report Structure

This annual report is organized in accordance with the appropriation structure that reflects the department's authorized votes approved by the Legislative Assembly. The report includes information at the main and sub-appropriation levels relating to the department's objectives and actual results. Financial performance information is provided with expenditure and revenue variance explanations and a five-year adjusted historical table of departmental expenditures and staffing.

The Department of Family Services and Labour was created by government reorganization in January 2012. At that time, funding and program responsibilities for the Employment and Income Assistance Program were transferred to Manitoba Entrepreneurship, Training and Trade. Information on the Employment and Income Assistance Program can be found in the Manitoba Entrepreneurship, Training and Trade 2011/12 Annual Report.

Vision, Mission, Goals and Guiding Principles

Vision

The Department of Family Services and Labour is committed to improving the quality of life for Manitobans through furthering the social, economic and labour market inclusion of all citizens. We envision a fully accessible province where diversity is respected, where people with a range of abilities are valued as full citizens and where individuals achieve their full potential with dignity and security. We also envision a province with safe and healthy workplaces, balanced employment practices, harmonious labour-management relations and an effective public and technical safety system to safeguard persons and property. We strive for a province where all Manitoba women are equal and enjoy full participation in all aspects of social, economic and political life, free from exploitation and violence.

Mission

Family Services and Labour supports Manitobans in need to achieve fuller participation in society and greater self-sufficiency and independence. The department works to help keep children, families and communities safe and secure and supports citizen development and well-being. The department also promotes and enforces appropriate standards and quality services with respect to workplace safety and health, employment standards, labour relations, pension plans and public safety. Family Services and Labour encourages a more inclusive and accessible society for persons with disabilities by promoting full citizenship and removing barriers to participation. The department works towards achieving gender equality by advancing the social, economic, legal and health status of all women in Manitoba. Family Services and Labour works with the community to support Manitoba children, families and individuals to achieve their full potential.

Our Mission is accomplished by:

- providing supports and services for adults and children with disabilities.
- providing early learning and child care services and supports.
- providing child protection and related prevention services.
- providing supports and services to people facing family violence, sexual exploitation and family disruption, and related prevention strategies.
- providing services and supports to promote the healthy development and well-being of children and families.
- promoting the establishment, extension and improvement of pension plans and the protection of the pension rights provided to employees under existing pension plans.
- providing conciliation and mediation services to labour and management.
- providing services to prevent injury and illness in Manitoba workplaces, enforcing compliance with *The Workplace Safety and Health Act* and regulations, and helping employers and workers participate in safety and health systems in their workplaces.
- enforcing established standards relating to terms and conditions of employment and providing labour adjustment services to help re-employ and re-train workers affected by layoffs due to labour market adjustment and structural change.
- adjudicating applications or referrals to the Manitoba Labour Board pursuant to *The Labour Relations Act* and other legislation concerning labour-management relations.
- assisting claimants with respect to workers' compensation claims.
- investigating suspicious fires, delivering accredited training in fire prevention, emergency response and public safety services, and providing emergency response to large-scale provincial incidents.
- licensing certain trades and providing inspection and regulatory services concerning safety aspects of certain mechanical, electrical and other technical equipment.
- raising awareness of issues affecting women, working in partnership with the community and across government to promote gender equality, and identifying the needs and concerns of Manitoba women and ensuring they are integrated into government programs, policy and legislation.
- identifying issues affecting persons with disabilities, promoting disability access, inclusion and equality, and providing a disability perspective for related legislative, policy and program initiatives (through the Disabilities Issues Office in consultation with the community).
- fostering community capacity by engaging the broader community to participate in and contribute to decision-making.
- encouraging fair, respectful, accessible, and appropriate delivery of programs and services.

Goals

The Department of Family Services and Labour has established the following goals for its programs and services:

- To increase the self-sufficiency, independence, and inclusion in society for children and adults living with disabilities.
- To increase the safety and well-being of persons who are vulnerable or at risk.
- To foster the healthy development of children, families and communities.
- To reduce the incidence and depth of poverty by assisting with the implementation of ALL Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy. ALL Aboard is co-chaired by the Minister of Family Services and Labour and the Minister of Housing and Community Development and the Department of Family Services and Labour provides staff support for the strategy.
- To work with Entrepreneurship, Training and Trade to help more Manitobans participate in the labour market and community.
- To provide information to workers and employers about important labour issues, including fair treatment on the job, labour-management relations and conciliation, mediation and pay equity and enforce legislated standards relating to these issues.
- To safeguard the rights of employees to benefits promised under employment pension plans registered under *The Pension Benefits Act* and regulations.
- To assist in averting work stoppages resulting from collective bargaining through the utilization of conciliation and mediation services.
- To promote awareness of the importance of workplace safety and health among employers and workers, and the adoption of measures to identify and control workplace safety and health hazards and enforce requirements as specified in *The Workplace Safety and Health Act* and its regulations.
- To assist injured workers and their dependants in understanding the operations of the Worker's Compensation Board and in obtaining the benefits to which they are entitled under *The Workers Compensation Act* in a fair, compassionate and timely manner.
- To safeguard persons and property from fire and life safety hazards through education, investigation, inspection and licensing related to mechanical and electrical devises, emergency response and code application.
- To advance substantive equality for all women in Manitoba, by improving their social, economic, political, legal and health status, and by contributing to ending exploitation and violence against women.
- To promote the full citizenship of persons with disabilities, guided by the United Nations Convention on the Rights of Persons with Disabilities.
- To improve the quality, efficiency and accessibility of the services provided by the department.

- To continue to manage and enhance the existing Integrated Service Delivery (ISD) system to better address the needs of Manitobans.

Guiding Principles

- Diversity is valued, individual difference is supported, respected, and developed to encourage both independence and interdependence.
- Opportunities are provided for equal access to valued outcomes, self-determination, meaningful involvement and valued roles.
- Activities and initiatives targeting persons with disabilities are advanced and coordinated.
- Partnerships with community and government stakeholders are promoted.
- Labour, management and other client groups are consulted equally.
- Community capacity exists to sustain and build upon achievements.
- Women and women's organizations work with the department towards improving the status of women and giving voice to their concerns.
- Healthy labour-management relationships, safe work environments, and balanced employment practices are understood to be critical to Manitoba's future economic success.

Overview

The department's programs and services are organized into five divisions:

- Administration and Finance
- Labour Programs
- Disability Programs and Early Learning and Child Care
- Child and Family Services
- Community Service Delivery

Family Services and Labour is responsible for a comprehensive range of social services and regulatory programs. Some of these programs and services are delivered directly by the department, while others are provided in partnership with a variety of organizations and community-based groups.

Administration and Finance Division
The Administration and Finance Division provides centralized financial, administrative and information systems support to the department, including the Agency Accountability and Support Unit and the Innovation, Information and Technology Branch.

Also included in the Administration and Finance Division's appropriation are the Disabilities Issues Office, Manitoba Status of Women and the Policy and Planning Branch.

Disabilities Issues Office

The Disabilities Issues Office (DIO) supports the Minister responsible for Persons with Disabilities in ensuring the development of disability inclusive legislation, policy and programs across government. The DIO works with community organizations to identify and respond to issues affecting persons with disabilities and to promote disability access, inclusion and equality. The DIO's initiatives are guided by Manitoba's commitment to the United Nations Convention on the Rights of Persons with Disabilities.

Manitoba Status of Women

Manitoba Status of Women works to identify the needs and concerns of Manitoba women, and to raise awareness of issues affecting women. The division also partners with community organizations and other government departments to promote gender equality, and brings the concerns and aspirations of women to the provincial government to ensure that they are integrated into government programs, policies and legislation.

Labour Programs Division

The Labour Programs Division is responsible for the effective delivery of programs and services pertaining to workplace safety and health, employment standards, labour relations, pension plans and public safety.

Disability Programs and Early Learning and Child Care Division

The Disability Programs Division provides program coordination, direction and funding for services to children with disabilities, and for community living services for adults with a mental disability. Disability Programs also oversees the operation of licensed adult residential care facilities, ensuring compliance with *The Social Services Administration Act* and the Residential Care Facilities Licensing Regulation. Manitoba Early Learning and Child Care oversees the operation of licensed child care facilities in the province, administering and enforcing *The Community Child Care Standards Act*.

Child and Family Services Division

The Child and Family Services Division works with Child and Family Services Authorities, child welfare agencies, community-based agencies, regional offices, community access area teams, and others, to keep children safe and protected, and to provide assistance to people affected by family violence and family disruption. The division focuses on policy and program development, budgeting, setting standards, monitoring, quality assurance and evaluation.

Community Service Delivery Division

The Community Service Delivery Division (CSD) delivers most of the department's social services and the Province's income assistance programs to eligible citizens. Although statutory responsibility and funding for income supports for Employment and Income Assistance (EIA) have transferred to Manitoba Entrepreneurship, Training and Trade, CSD continues to deliver these benefits at the community level.

Manitoba Family Services and Labour and Manitoba Entrepreneurship, Training and Trade have agreed to maintain the delivery of EIA within Manitoba Family Services and Labour's Integrated Service Delivery (ISD) model, to ensure the continuity and accessibility of the services. Under the ISD model, CSD coordinates and delivers a wide range of social programming and supports to the public. A key feature of this model is regional coordination where staff and caseloads are aligned to seven community areas in Winnipeg and six regions throughout rural and northern Manitoba. EIA services are delivered through the majority of these integrated offices (29 of 40 locations).

In addition, the Social Services Appeal Board, a quasi-independent body, reports to the Minister of Family Services and Labour.

The department also supports Cross-Department Coordination Initiatives (CDCI), a partnership with Manitoba Health, Manitoba Healthy Living, Seniors and Consumer Affairs, and Manitoba Housing and Community Development. In partnership with the Regional Health Authorities and community service providers, CDCI identifies and reviews complex issues that cross jurisdictions and, affect health, social and community service delivery. The work is focused on identifying and reviewing issues, proposing enhanced, improved, and/or alternative policies and services, and developing and coordinating new program and service delivery mechanisms. The primary focus of CDCI has been the development of housing and supports for the seniors population, individuals with mental health issues and individuals who are homeless or at risk of being homeless, under the Aging in Place and Homeless Strategies. With the implementation of these strategies completed, CDCI began transitioning these initiatives to other departments during 2011/12.

ALL Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy was launched in May 2009, and *The Poverty Reduction Strategy Act* became law in June 2011. ALL Aboard formalizes the government's commitment to poverty reduction, builds on that commitment and moves forward in a focused, strategic manner. The strategy is structured around four pillars: safe, affordable housing in supportive communities; education, jobs and income support; strong, healthy families; and accessible, coordinated services. ALL Aboard is co-chaired by the Minister of Family Services and Labour and the Minister of Housing and Community Development.

The department's Organization Chart and maps that illustrate the regional social service delivery structure follow this Overview.

Statutory Responsibilities

The statutory responsibilities of the Minister of Family Services and Labour are as follows:

FAMILY SERVICES ACTS

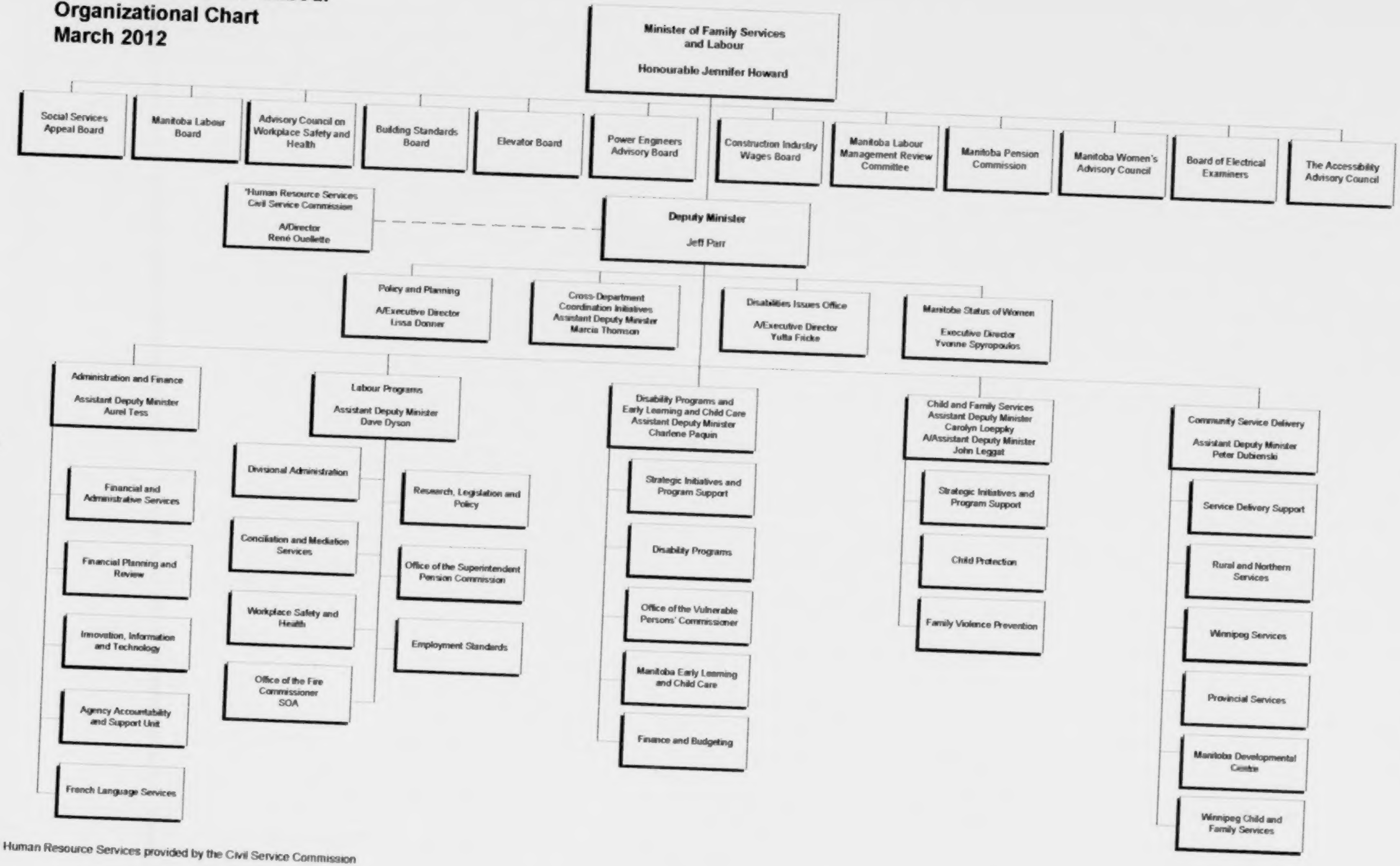
The Adoption Act
The Intercountry Adoption (Hague Convention) Act
The Adult Abuse Registry Act
The Child and Family Services Act
The Child and Family Services Authorities Act
The Community Child Care Standards Act
The Parents' Maintenance Act [section 10]
*The Social Services Administration Act
  [except as it relates to employment and income supports]
The Social Services Appeal Board Act
The Social Work Profession Act (not yet proclaimed)
The Vulnerable Persons Living with a Mental Disability Act
* Under The Social Services Administration Act, responsibility for Residential Care Facilities Licensing Regulation, M.R. 484/88 R

LABOUR ACTS
The Accessibility Advisory Council Act
The Amusements Act [Part II]
The Buildings and Mobile Homes Act
The Construction Industry Wages Act
The Electricians' Licence Act
The Elevator Act
The Employment Standards Code
The Firefighters and Paramedics Arbitration Act
The Fires Prevention and Emergency Response Act
The Gas and Oil Burner Act
The International Labour Cooperation Agreements Implementation Act
The Labour Relations Act
The Manitoba Women's Advisory Council Act
The Department of Labour and Immigration Act
  [except as it relates to immigration services and certain training programs]
The Pay Equity Act
The Pension Benefits Act
The Power Engineers Act
The Remembrance Day Act
The Retail Businesses Holiday Closing Act
The Steam and Pressure Plants Act
The Worker Recruitment and Protection Act
The Workers Compensation Act
The Workplace Safety and Health Act

The Social Services Administration Act, requires the Minister to report annually to the Legislature. These reporting requirements for 2011/12 are met by this Annual Report.

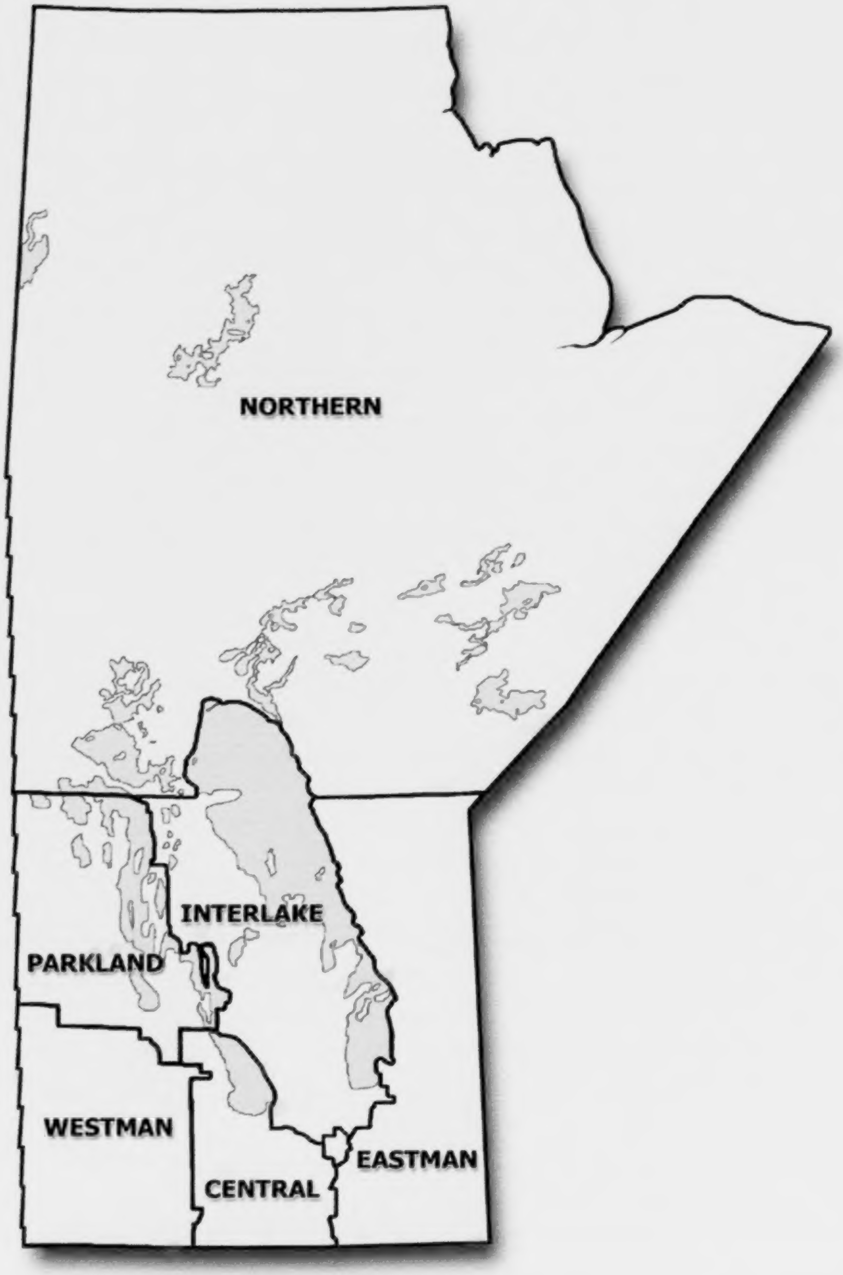
(Separate annual reports are issued by the Office of the Fire Commissioner and the Social Services Appeal Board.)

Family Services and Labour Organizational Chart March 2012

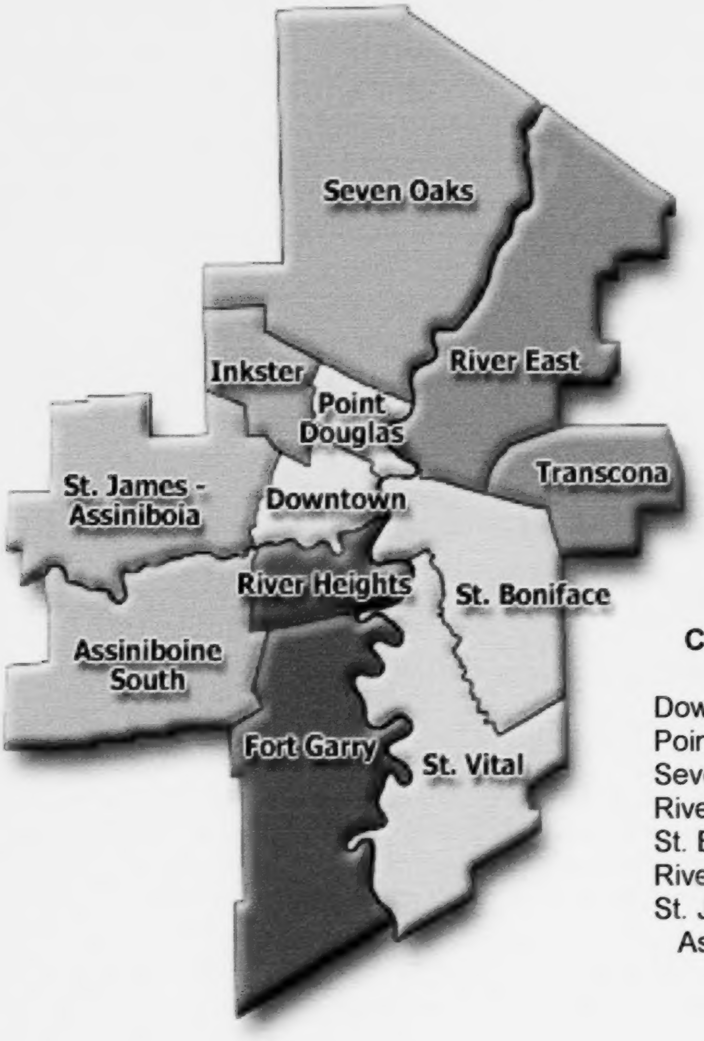

Minister of Family Services and Labour
Honourable Jennifer Howard
Social Services Appeal Board
Manitoba Labour Board
Advisory Council on Workplace Safety and Health
Building Standards Board
Elevator Board
Power Engineers Advisory Board
Construction Industry Wages Board
Manitoba Labour Management Review Committee
Manitoba Pension Commission
Manitoba Women's Advisory Council
Board of Electrical Examiners
The Accessibility Advisory Council
*Human Resource Services Civil Service Commission
A/Director
René Ouellette
Deputy Minister
Jeff Parr
Policy and Planning
A/Executive Director
Lissa Donner
Cross-Department Coordination Initiatives
Assistant Deputy Minister
Marcia Thomson
Disabilities Issues Office
A/Executive Director
Yutta Fricke
Manitoba Status of Women
Executive Director
Yvonne Spyropoulos
Administration and Finance
Assistant Deputy Minister
Aurel Tess
Financial and Administrative Services
Financial Planning and Review
Innovation, Information and Technology
Agency Accountability and Support Unit
French Language Services
Labour Programs
Assistant Deputy Minister
Dave Dyson
Divisional Administration
Conciliation and Mediation Services
Workplace Safety and Health
Office of the Fire Commissioner SOA
Research, Legislation and Policy
Office of the Superintendent Pension Commission
Employment Standards
Disability Programs and Early Learning and Child Care
Assistant Deputy Minister
Charlene Paquin
Strategic Initiatives and Program Support
Disability Programs
Office of the Vulnerable Persons' Commissioner
Manitoba Early Learning and Child Care
Finance and Budgeting
Child and Family Services
Assistant Deputy Minister
Carolyn Loeppky
A/Assistant Deputy Minister
John Leggat
Strategic Initiatives and Program Support
Child Protection
Family Violence Prevention
Community Service Delivery
Assistant Deputy Minister
Peter Dubienski
Service Delivery Support
Rural and Northern Services
Winnipeg Services
Provincial Services
Manitoba Developmental Centre
Winnipeg Child and Family Services

* Human Resource Services provided by the Civil Service Commission

Rural/Northern Regional Social Service Delivery Structure (as at March 31, 2012)


NORTHERN
INTERLAKE
PARKLAND
WESTMAN
CENTRAL
EASTMAN

Winnipeg Regional
Social Service Delivery Structure
(as at March 31, 2012)


Seven Oaks
River East
Inkster
Point Douglas
Transcona
St. James - Assiniboia
Downtown
River Heights
St. Boniface
Assiniboine South
Fort Garry
St. Vital

Community Area Pairings

- Downtown
- Point Douglas
- Seven Oaks / Inkster
- River East / Transcona
- St. Boniface / St. Vital
- River Heights / Fort Garry
- St. James-Assiniboia / Assiniboine South

Sustainable Development

Under Section 12(1)(c) of *The Sustainable Development Act*, provincial departments are required to integrate into their annual reporting information about their progress made at incorporating sustainable development into their activities.

Family Services and Labour (FSL) recognizes that bringing sustainable development principles and guidelines into departmental activities and planning cycles will take place incrementally. In 2011/12, the department made progress in developing and participating in more sustainable, environmentally-friendly work processes and activities.

Departmental staff participated in the annual Commuter Challenge, a Canada-wide event that encourages daily commuters to leave their cars at home and use alternative and active forms of transportation. In 2011, 147 departmental staff registered to take part in the event. The Provincial Services Branch of the Community Service Delivery Division has challenged its staff to "walk the world" and record the number of steps to motivate staff to be aware of their overall fitness.

The department continued to make progress in reducing fuel consumption and usage. As of March 31, 2012, the department had five fuel-efficient hybrid vehicles in its fleet, reducing fuel costs and greenhouse gas emissions. Departmental staff who are assigned fleet vehicles continue to use ethanol-blended gasoline where available. The Manitoba Developmental Centre continues to update vehicles, follow fuel efficiency guidelines and promote an "Idle Free" approach.

In 2011/12, the Manitoba Developmental Centre's award-winning recycling program collected and processed nearly 21 metric tonnes of recyclable materials.

The Community Service Delivery Division continued a pilot project to use web-conferencing to share information with staff in rural and northern regions. It is anticipated that this will decrease travel time, vehicle fuel consumption and costs associated with staff meetings.

The Manitoba Early Learning and Child Care Program (MELCC) ensured that early learning and child care construction projects adhered to the Manitoba Green Building Policy to be eligible for capital funds. Consistent with the policy, large projects must meet or exceed the internationally-recognized LEED (Leadership in Energy and Efficiency Design) Green Building Rating System Silver standard. Other projects under the required square footage must outline cost effective green building principles in their design. Further, MELCC encouraged child care groups to form as many community and/or school partnerships as possible to enhance community strength and take advantage of economies of scale.

FSL also continued to work with Manitoba Infrastructure and Transportation on other accommodation projects within the department to ensure the Green Building Policy is followed.

The department continued to use the Waste Stream Services recycling program in most of its buildings across the province, which included mini-bins for desk side refuse, desk side blue bins for non-confidential paper, and central bins for aluminum, plastic, and non-confidential paper. This program endorses the continued use of Government Records Boxes for the destruction of confidential paper. This program will be maintained in the future.

Through internal procurement practices, the department continued to play a role in promoting environmental sustainability and awareness within the department and among vendors, and continued expanding the knowledge and skills of procurement practitioners and end-users. "Green" products and recycled materials continue to be purchased where available including the purchase of recycled photocopy paper.

As a strong proponent of sustainable development principles, the department remains committed to developing strategies and policies that promote a culture of sustainability, and to facilitating the integration of sustainable development principles and guidelines into its ongoing activities.

Manitoba Policy on Access to Government (MPAG):

Publications, Events and Customer Service

The MPAG policy is the provincial government's commitment to offer Manitobans with disabilities equal access to public information, events, and customer service. The aim of the policy is to eliminate barriers faced by persons with disabilities in their dealings with the Government of Manitoba. The responsibility is not to determine a person's disability, but to reasonably accommodate any disability-related needs that a person requests.

The Disabilities Issues Office guides and monitors the implementation of the MPAG across provincial departments. Family Services and Labour (FSL) is committed to meeting the needs of persons with disabilities. The department has a designated Disability Access Coordinator who coordinates the implementation of the policy within FSL. A working group representing all departmental divisions meets on a regular basis to discuss strategic directions and activities and to build on progress made in the previous year.

Strategic Direction 1: Investigate, Analyze and Improve Current Conditions

1.1 Track accessibility concerns in FSL buildings

Progress in 2011/12:

Departmental staff can approach the Disability Access Coordinator with concerns about building accessibility. Staff can also contact the department's Accommodation Coordinator who works closely with Manitoba Infrastructure and Transportation and the Disability Access Coordinator to address concerns that require renovations.

In 2011/12, the Disability Access Coordinator responded to three concerns regarding building accessibility, all of which were remediated through enhanced communication and/or slight renovations.

1.2 Inventory current publications/materials/websites

Progress in 2011/12:

Progress continues to occur with the inclusion of the "active offer" statement on FSL public facing information. The active offer states that "the information is available in alternate formats, upon request." Alternate formats include (but are not limited to) large print, electronic text, Braille and captioning. Training on the inclusion of the "active offer" statement began in 2011, as part of the "New Employees Orientation" and via management briefings.

With respect to websites and portals, the compliance level/benchmark for the Manitoba government is the World Wide Web Consortium (W3C), level AA. Departmental staff continue to monitor websites and portals to ensure that they are compliant with these accessibility standards.

1.2.1 Compile and make available a list of suppliers/resources that can aid FSL staff when making services, events and information accessible to persons with disabilities

Progress in 2011/12:

An internal departmental website dedicated to the MPAG was developed. This site includes information about the policy, how it can be implemented, and a list of suppliers and resources to assist staff in responding to accommodation-related requests. The site will be monitored and updated on a regular basis.

Strategic Direction 2: Track and Review

2.1 Formal tracking of disability access related requests

Progress in 2011/12:

While no formal accommodation-related requests were brought to the attention of the Disability Access Coordinator, disability-related accommodations were informally offered by departmental staff and training is underway to inform staff of their responsibility to formally track and report on these requests.

2.2 Annual review of Operating Plan and report on progress

Progress in 2011/12:

The Operating Plan provides strategic direction on the implementation of the MPAG. The Disability Access Coordinator and members of the FSL Disability Access Working Group continue to rely on the Operating Plan to guide actions and monitor progress.

Strategic Direction 3: Staff Orientation

3.1 Delivery of department-wide orientation and training sessions

Progress in 2011/12:

Training workshops about the MPAG were delivered throughout the year to newly-hired staff, as part of their orientation to the department. The Disability Access Coordinator is collaborating with the Disabilities Issues Office to develop a training course to assist staff in responding to requests for accommodations in an effective and timely manner.

Minister and Executive Support

Minister's Salary

Objective

- To provide overall policy direction and central support services for the department.

Responsibilities

- Provides overall policy direction to the department pertaining to program and financial matters and central support services for the provision and delivery of services by the department.

09-1 A Minister's Salary

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	37	1.00	37		

Executive Support

Executive Support includes the offices of the Minister and the Deputy Minister.

Objectives

- To provide leadership to the department on budget and administration, program matters, policy development and resolution of policy issues.
- To advise the Minister on all policy, program, and administrative matters related to departmental services.
- To manage the activities of the department.

Responsibilities

- Interprets and implements government policy through the delivery of departmental programs.
- Ensures effective and efficient management of departmental programs.
- Safeguards the public interest through the enforcement of legislation and regulations.

09-1 B Executive Support

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	757	11.00	759	(2)	
Total Other Expenditures	60		65	(5)	
Total Expenditures	817		824	(7)	

Social Services Appeal Board

Objective

- To ensure that Manitobans have access to a fair, impartial and informal appeal process for decisions relating to the various social services and programs administered by the department.

Responsibilities

- Hears appeals for a range of programs and services, including various financial assistance programs, licensing of child care facilities, programs for persons with disabilities, private adoption agencies and residential care facilities under the provisions of *The Social Services Appeal Board Act*.
- Convenes hearings throughout Manitoba within the time frame specified in the legislation and provides a written decision within 15 working days of the hearing.
- Acts in an advisory capacity to the Minister on matters of policy, changes in legislation, issues arising out of hearings and other matters referred to the Appeal Board by the Minister.

Reporting Requirements

- Since the proclamation of *The Social Services Appeal Board Act* in February 2002, the Social Services Appeal Board has produced its annual report separate from the Department of Family Services and Labour's Annual Report. The Appeal Board's independent report includes:
    - a brief history of the Appeal Board;
    - an overview of the legislation which grants the right to appeal;
    - financial information;
    - statistics related to the appeal hearings filed during the fiscal year;
    - a description of the Board's advisory responsibilities; and
    - samples of hearings which were conducted during the year.

The Social Services Appeal Board Annual Report for the year 2011/12 can be obtained at the Appeal Board's office at 7th floor-175 Hargrave Street, Winnipeg MB R3C 3R8, by telephone at 204-945-3003 or online at www.gov.mb.ca/fs/ssab/annual_reports.html.

Disabilities Issues Office

The Disabilities Issues Office (DIO) was established in December 2002 in response to *Full Citizenship: A Manitoba Provincial Strategy on Disability.*

Objectives

- To support the Minister responsible for Persons with Disabilities in ensuring the development of disability inclusive public policy and programs.
- To identify issues affecting persons with disabilities and to provide a disability lens to government initiatives that affect persons with disabilities.
- To support communication between the disability community and government regarding disability policy and program issues.
- To promote positive attitudes and raise awareness about making Manitoba a more inclusive society for persons with disabilities.

Activities/Highlights in 2011/12

- Provided administrative and policy support to the Accessibility Advisory Council on future accessibility legislation and standards in response to the proclamation of *The Accessibility Advisory Council Act* and *Amendments to the Government Purchases Act*. Members included representatives of persons with disabilities, seniors and other stakeholders, such as business and municipalities.
- Consulted with the Procurement Services Branch of Manitoba Infrastructure and Transportation on policies and guidelines for barrier-free purchasing.
- Worked to apply a disability lens to ALL Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy, including indicators that measure progress in areas affecting persons with disabilities.
- Promoted the implementation of the Manitoba Policy on Access to Government (MPAG). The DIO provided a full-day training session for departmental coordinators and initiated an inter-departmental quarterly e-newsletter that provides updates and opportunities for idea-sharing. A "Words with Dignity" card was developed to promote respectful terms when describing persons with disabilities. Work on the development of an accessibility tool kit for front line staff was also initiated.
- Promoted public awareness of disability access issues through the proclamation of June 3 to 9, 2011, as Manitoba Access Awareness Week. Highlights included a forum focussing on disability services for newcomer populations, a week-long community information display at the Legislative Building, daily training events by community organizations and an award ceremony to celebrate community and business leadership.
- Joined the Canadian Centre on Disability Studies in organizing a Manitoba Disability Research Forum to bring together individuals who are conducting disability-related social research with those who benefit from the results. Presentations focussed on the future of data collection on persons with disabilities following the discontinuation of the federal Participation and Activity Limitations Survey.

- Worked with Elections Manitoba to ensure the October 2011 provincial election was accessible to persons with disabilities, including the provision of electoral information, ballot templates and candidate lists.
- Celebrated the United Nations (UN) International Day of Disabled Persons, on December 3, 2011, with a public forum about the UN Convention on the Rights of Persons with Disabilities and Manitoba highlights of Convention implementation, such as progress on Made-in-Manitoba Accessibility Legislation, the introduction of a Mental Health Court and Manitoba's "Housing First" initiatives.
- Assisted with the preparation and submission of Manitoba's cross-departmental baseline report on the UN Convention on the Rights of Persons with Disabilities.
- Co-chaired the Inter-Jurisdictional Working Group on a Protection Strategy for Vulnerable Adults. Related initiatives include the royal assent on June 16, 2011,
- of *The Adult Abuse Registry Act*, to screen potential employers and volunteers, increased protection of adults with intellectual disabilities through changes to *The Vulnerable Persons Living with a Mental Disability Act,* and an expanded mandate for the Protection of Persons in Care Office.
- Participated on the Allan Simpson Memorial Fund steering committee to celebrate his life with the documentation of Manitoba's disability community history and an evening celebration of political champions of disability inclusion over the last three decades. This celebration was followed by a symposium to address the challenges of disability and poverty.
- Partnered with the Association of Manitoba Municipalities to raise awareness among their membership about issues concerning people with disabilities.
- Provided advice to provincial departments on policy issues and strategies affecting Manitobans with disabilities including: employment, income, education, protection from abuse, recreation, aging, visitable housing, zoning issues, mental health, access to primary health care, intercity bussing, data collection, and the disability service needs of specific population groups.
- Served on an organizing committee for a conference entitled: "Assistive Technologies in Libraries and Education," co-sponsored by the Manitoba Library Consortium Inc., Public Library Services, Manitoba Culture, Heritage and Tourism, Manitoba Education, and the University of Manitoba Libraries.
- Participated in the Joint Committee on Disability-Related Employment and Income Assistance Issues, as well as a sub-committee established to address gaps in service for young adults transitioning from education to independent adulthood and employment.
- Represented Manitoba on the City of Winnipeg's Access Advisory Committee, the Disability Health and Wellness Organizing Committee and in numerous community organization and network meetings.
- Responded to approximately 2,000 individuals and organizations with resource information and referrals via the website, by telephone and in person.

- Worked with officials from the Policy and Planning Branch, Manitoba Bureau of Statistics, other provinces, territories, and the federal government on the development of a new survey on disability in Canada, to be conducted in Fall 2012.

09-1 D Disabilities Issues Office

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries	452	6.00	457	(5)	
Total Other Expenditures	126		167	(41)	1
Total Expenditures	578		624	(46)	

1. The variance is primarily attributable to a delay in expenditures to 2012/13.

Human Resource Management

Effective March 1, 2010, the Government of Manitoba realigned responsibility for the delivery of human resource services and the associated staff to the Civil Service Commission, with the goal of improving service delivery to all departments and employees. For additional information on Human Resource Management, please see the Civil Service Commission's 2011/12 Annual Report.

Policy and Planning

Objectives

- To provide advice, support and information to the Minister, Deputy Minister, senior management, divisions and programs on strategic and policy issues, and web-related communications that effect and support the department and the delivery of social services to Manitobans.
- To help coordinate and provide policy support for social services related to intergovernmental and interdepartmental activities involving the department.
- To provide policy support and coordination on access to information and protection of privacy policy.
- To provide policy support and coordination in the implementation of ALL Aboard: Manitoba's Poverty Reduction and Social Inclusion Strategy.

Responsibilities

- Undertakes strategic planning, social policy research and analysis.
- Provides project management, policy development and coordination services.
- Conducts program evaluations and data analyses.
- Undertakes interprovincial policy comparisons and prepares policy papers.
- Provides a variety of analytical and corporate supports to executive and divisional management.
- Provides support for legislative debate and Estimates review.
- Represents the department in interdepartmental, intergovernmental, and intersectoral discussions related to a broad range of social issues.
- Supports the Minister and Deputy Minister as Provincial/Territorial members of the Federal/ Provincial/Territorial Social Services Forum.
- Coordinates departmental responses to information requests under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act.*
- Develops, manages and coordinates all web support services for the Department, including the ManitobaParentZone.ca website.

Activities/Highlights in 2011/12

- Provided analyses of existing and emerging policy and program-related social services issues, trends and research in support of departmental program, and policy development.
- Coordinated and managed the development and implementation of cross-divisional and interdepartmental policy initiatives.

- Represented Manitoba's interests in the Federal/Provincial/Territorial (FPT) Social Services Forum, participated in the intergovernmental policy research work of three F/P/T advisory committees on issues related to Disability, Poverty, and Children and Youth at Risk.
- Continued as Provincial/Territorial co-chair of the FPT Social Services forum until January 2012 and led in the design of a new intergovernmental website and Annual Status Report to better share information among jurisdictions.
- Provided analytical and administrative support to the ALL Aboard Poverty Reduction and Social Inclusion Ministers' Committee. Acted as co-chair of the Intergovernmental Working Group for ALL Aboard and provided leadership on poverty-related issues across government.
- Coordinated departmental strategic planning and performance management activities.
- Coordinated program evaluations and reviews.
- Provided support for executive correspondence, and for briefing materials for legislative debate, the budget process and Estimates review.
- Developed and coordinated the Department's Annual Report.
- Coordinated timely and accurate departmental responses to requests for access to information consistent with the requirements of *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*.
- Worked with officials from the Disabilities Issues Office, Manitoba Bureau of Statistics, other provinces, territories, and the federal government on the development of a new survey on disability in Canada.
- Coordinated a policy network for departmental staff to share information and best practices.
- Developed and coordinated all web support services for the department and for ALL Aboard. Ensured that all websites and portals meet the Office of Information Technology standards, including access for persons with disabilities, and provide the public with helpful, user-friendly information.
- Developed and launched the ManitobaParentZone.ca website, which provides Manitoba parents with a centralized place to obtain parenting and child development information. The website is an important part of the Province's efforts to help support and strengthen Manitoba families and communities.
- Worked in collaboration with Manitoba Status of Women, Family Violence Prevention Program and Manitoba Housing and Community Development to begin developing a new Domestic Violence Strategy for Manitoba. Acted as co-lead of the Strategy.

09-1E Policy and Planning

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	1,056	18.00	1,179	(123)	
Total Other Expenditures	272		258	14	
Total Expenditures	1,328		1,437	(109)	

Freedom of Information (FIPPA) Requests

	2010/11		2011/12	
FSCA Divisions	**Total**	**Percentage**	**Total**	**Percentage**
Administration and Finance	50	20%	22	11%
Child and Family Services	69	27%	57	29%
Community Service Delivery	17	7%	23	11%
Disability Programs and Early Learning and Child Care*	17	7%	15	8%
Consumer and Corporate Affairs**	41	16%	6	3%
Policy and Planning	58	23%	37	19%
Labour Programs***	0	0%	23	11%
Transfers to other departments	0	0%	11	6%
TOTAL Applications	**252**	**100%**	**196**	**100%**

Type of Applicant	Total	Percentage	Total	Percentage
Private Citizen	98	39%	63	32%
Political Party	111	44%	53	27%
Organization	25	10%	41	21%
Media	18	7%	39	20%
TOTAL Applications	**252**	**100%**	**196**	**100%**

* *On January 13, 2012, Disability Programs and Employment and Income Assistance Division was renamed Disability Programs and Early Learning and Child Care.*

** *Consumer and Corporate Affairs applications are included in these statistics until January 1, 2012.*

*** *For the full year Labour Programs processed a total of 113 applications, 23 of which were received after the January 2012 reorganization which resulted in Labour Programs being part of Manitoba Family Services and Labour.*

Administration and Finance Division

Divisional Goals

- To maintain an active comptrollership and administrative support function by ensuring that financial and administrative policies, services and reporting systems are developed and administered effectively.
- To provide leadership and expertise for Information, Communications and Technology-related planning, policies, financial management and business support to the department and external stakeholders.
- To improve the department's accountability framework.

Divisional Responsibilities

- Provides centralized financial, administrative and information technology support services to the department. This is accomplished through the division's three branches:
    - Financial and Administrative Services
    - Innovation, Information and Technology
    - Agency Accountability and Support Unit

Financial and Administrative Services

Objectives

- To maintain an active comptrollership function by ensuring that financial and administrative policies, services and reporting systems are developed, maintained and effectively administered to meet the financial control, accountability, reporting, safeguarding and protection of financial and physical assets needs of the department.
- To provide central financial management services in accordance with governing legislation and established financial administration policies and procedures.
- To provide a broad range of operational and, administrative support services across the department.

Responsibilities

- Plans, organizes and evaluates departmental financial administration and management activities; coordinates comprehensive budget estimates planning and support services; responsible for financial forecasting and reporting, disbursements and revenue accounting, appropriation control and providing direction on financial and administrative policies, and operational procedures and practices to divisional staff.
- Coordinates accommodation projects across provincial sites and provides central direction regarding accommodation policies and procedures.
- Administers the French Language Services policy throughout the department.

Activities/Highlights in 2011/12

- Provided ongoing management reporting regarding the department 's fiscal status, to executive management and central government.
- Provided ongoing identification and monitoring of emerging financial and program management issues and ensured that control and accountability systems were in place.
- Provided ongoing coordination of the department's annual Estimates exercise, including the production of the Supplementary Information for Legislative Review and the provision of Estimates briefing material.
- Continued to review and improve departmental financial and administrative control procedures as part of ongoing comptrollership activities. Continued participation in central government's Comptrollership Change Management Initiative.
- Began a review of the department's Comptrollership for validity and completeness to ensure that processes and procedures are in place and operating as intended.
- Continued participation in a number of cross-government audits and comptrollership reviews performed by Internal Audit and Consulting Services and by Manitoba Finance.
- Continued refinement of departmental financial and human resource role assignments within the corporate SAP environment and risk mitigation using central government's Governance, Risk and Compliance tool.
- Continued refinement of program and disaster financial procedures to improve the tracking of emergency social assistance expenditures and to enable the department to provide more timely support to many evacuees during the 2011 flood.
- Centralized support for accommodation projects and planning activities.
- Coordinated French Language Services within the department and for a number of external agencies which deliver services on behalf of the department.
- Provided administrative support to the Vulnerable Persons' Hearing Panel, which included the coordination and tracking of attendance, and scheduling of hearings.

09-1 F Financial and Administrative Services

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	1,516	23.00	1,451	65	
Total Other Expenditures	411		383	28	
Total Expenditures	1,927		1,834	93	

Innovation, Information and Technology

Objectives

- To provide information technology leadership and expertise, consulting services and solutions to the department and related clients to promote the efficient use of information in support of the department's business strategy and goals.
- To provide strategic and tactical information technology planning, analysis and support to the users of existing systems.

Responsibilities

- Plans long-term information systems strategies, facilitates the annual departmental information technology plan and develops detailed project plans in support of new initiatives.
- Reviews and revises information systems-related procedures and policies in support of the strategic information technology direction of government.
- In collaboration with Business Transformation and Technology, assists divisions and branches in designing and implementing effective technical solutions to meet their business needs.
- Ensures the security of departmental information technology assets and the continuity of services.
- Refines the manner in which the department manages and utilizes information and communications technologies.

Activities/Highlights in 2011/12

- Managed the implementation of the new Online Child Care Registry system used throughout Manitoba. The system is a web-based tool used by parents to locate and register their children for online child care services. The system is also used by childcare providers to create and manage online waitlists.
- Managed a number of enhancement projects for the Child and Family Services Application (CFSA) system, the Social Allowances Management Information Network (SAMIN) system, and the Integrated Financial and Case Tracking (inFACT) system.
- Continued to develop and evolve the department's Strategic Information Technology Plan (Roadmap) and conducted an Application Portfolio Management validation exercise with each business unit in the department.

09-1 G Innovation, Information and Technology

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	763	10.50	961	(198)	1
Total Other Expenditures	1,703		1,715	(12)	
Total Expenditures	2,466		2,676	(210)	

1. The surplus is primarily due to vacancy management.

Agency Accountability and Support Unit

Objectives

- To ensure that agencies that receive funding from the department are operating under a clear and effective accountability framework. This includes regular and appropriate financial reporting.
- To build the capacity of the department to effectively monitor agency financial performance, and to take corrective action when necessary.
- To support agency and board development by providing advice and assistance on agency operations and financial management.
- To mitigate the administrative burden on agencies by coordinating departmental requirements with the requirements of other Manitoba government departments and agencies, as well as with other jurisdictions.
- To bring a more systematic approach to the planning, implementation and response to internal and external audits of the department.
- To collaborate with program and service delivery staff to ensure that departmental programs are relevant and delivered effectively.

Responsibilities

- Leads negotiations of Service Purchase Agreements.
- Develops and enhances Financial Reporting Requirements.
- Monitors agency compliance with Financial Reporting Requirements.
- Analyzes the financial performance of agencies, investigates areas of concern and performs operational reviews.
- Develops the capacity of the department to link financial performance and program performance of agencies.
- Develops the capacity of agencies to meet Service Purchase Agreement terms and conditions, including Financial Reporting Requirements.
- Coordinates the development of an annual audit plan through the Audit Advisory Committee and monitors the implementation of audit recommendations.
- Conducts quality assurance/process reviews of departmental programs in co-operation with program and service delivery staff.

Activities/Highlights in 2011/12

- Managed the transfer of agreements to other departments as part of a reorganization, leaving Family Services and Labour with 189 active Service Purchase Agreements with external agencies. This is in addition to four Contribution Agreements with the Child and Family Services Authorities.
- Lead the negotiation of multi-departmental Service Purchase Agreements for 9 of the 35 agencies chosen for inclusion in the Streamlining Access for Non Profit Organizations (NPOs) Pilot Project.

- Facilitated 9 general training sessions and 11 specific sessions on board governance throughout the province to agencies in all program areas. The sessions covered the general roles and responsibilities of non-profit boards, legal duties and liabilities and a discussion of governance versus management responsibilities. In addition, the Agency Accountability and Support Unit conducted orientations on Service Purchase Agreements and Financial Reporting Requirements.
- Conducted financial reviews on ten agencies, either in response to an allegation or non-compliance with Financial Reporting Requirements.
- On a consultative basis, the Agency Accountability and Support Unit provided extensive knowledge and support to agencies to assist them to improve their financial management practices.
- Continued to monitor and follow-up with agencies for compliance with Financial Reporting Requirements.
- Continued to monitor the implementation of recommendations made by the Office of the Auditor General and Internal Audit and Consulting Services.
- Worked within the Comptrollership Change Management Initiative to determine technical competencies and develop role profiles for positions within the financial officer series.

09-1H Agency Accountability and Support Unit

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	1,059	16.00	1,147	(88)	
Total Other Expenditures	227		367	(140)	1
Total Expenditures	1,286		1,514	(228)	

1. The variance is primarily due to lower than anticipated operating costs for external audits.

Manitoba Status of Women

The Manitoba Status of Women Division identifies the needs and concerns of Manitoba women; raises awareness of issues affecting women; partners with community organizations and other government departments to promote gender equality; and brings the concerns and aspirations of women to the provincial government to ensure they are integrated into government programs, policies and legislation.

Objectives

- To support the mandate of the Minister responsible for the Status of Women.
- To promote gender equality and the equal participation of all women in society.
- To improve the economic, social, legal and health status of women.
- To contribute to ending exploitation and violence against women.

Activities/Highlights in 2011/12

- Participated in the annual Federal/Provincial/Territorial (FPT) meeting of Ministers responsible for the Status of Women.
- Partnered with other FPT jurisdictions in working with Statistics Canada toward the 2013 release of an updated version of *Measuring Violence Against Women: Statistical Trends*, which will include new data on the economic costs of violence against women.
- Developed and launched a renewed Women's Health Strategy in conjunction with Manitoba Health. Initiated a pilot project to explore administering a Community Networking Grant program to fulfil priorities of the Strategy.
- Continued collaboration and ongoing horizontal policy development with other government departments on a number of cross-departmental strategies regarding human trafficking, missing and murdered women and Aboriginal women.
- Began a community consultation process and collaborated with other government departments toward the development of *Safer Today, Stronger Tomorrow*, Manitoba's multi-year domestic violence strategy.
- Developed and implemented ongoing government-wide training and a cross-governmental network on Gender and Diversity Analysis.
- Collaborated with Manitoba Entrepreneurship, Training and Trade on an international initiative supporting the gender analysis capacity of two regional state administrations in the Ukraine.
- Administered 80 Training for Tomorrow Educational Awards of $1,250 each to encourage women to enter into math, science and technology programs at the four Colleges in Manitoba (annually).
- Funded community organizations throughout the province to deliver approximately 40 Power Up basic computer training courses for women, and provided them with newly developed Power Up training guides.

Manitoba Women's Advisory Council

The Manitoba Women's Advisory Council works within the Manitoba Status of Women Division to represent the issues and concerns of Manitoba women. The council focuses on issues that have a social, legal or economic impact on the lives of women and their families.

The Manitoba Women's Advisory Council was established through an Order in Council in 1980. Since 1987, the function and operation of the Council has been governed by *The Manitoba Women's Advisory Council Act*.

The Council has a chair and several community members appointed by the provincial government. Members reflect the cultural diversity of Manitoba women and come from rural, urban and northern communities.

The Advisory Council reports to the Minister responsible for the Status of Women.

Activities/Highlights in 2011/12

- Participated in the annual meeting for the Coalition of Provincial and Territorial Advisory Councils on the Status of Women.
- Hosted six Council meetings as mandated by *The Manitoba Women's Advisory Council Act*.
- Hosted three large-scale community events – December 6th Sunrise Memorial, International Women's Day and Women's History Month.
- Hosted a roundtable discussion with women and equality seeking organizations in Thompson.
- Delivered nine Lunch and Learn sessions to approximately 400 individuals on a variety of issues of concern to women, including: women in the sex trade; technology and personal safety; immigration law for newcomer women; breast cancer survivors; women and the web; financial strategies for women; rural women in China; women in the workplace, and women and leadership.
- Raised awareness of women's issues by partnering with the community to sponsor events such as self-esteem workshops for girls and their mentors, and a screening of the film Miss Representation on media representations of girls and women.
- Conducted a review of internal government policies, programs and legislation that work toward eliminating domestic violence.
- Developed and distributed two publications called *Women in the Arts: Artists Working for Social Change* and *Women Helping Women in Business*.
- Produced and distributed capacity-building resources such as the *Parenting on Your Own Handbook, 4 Girls Only! Guide, Living in Manitoba: A Resource Guide for Women with Disabilities*, and *Living in Manitoba: a Resource Guide for Immigrant Women*.
- Collaborated with community organizations to support the organization of several marches and other community events, such as the annual Take Back the Night march and International Women's Day march.

- Compiled and distributed the bi-monthly events calendar and information sheet, *Council Currents*, to over 300 women's organizations and hosted an online event planning calendar.
- Administered the Babs Friesen Lifetime Achievement Award in conjunction with the YM/YWCA, which is awarded to a life-long advocate for women's equality.
- Provided administrative services to non-profit women's organizations, including photocopying of newsletters and correspondence, as well as research and project support.
- Consulted and collaborated with equality-seeking organizations locally, provincially and nationally with the goal of achieving women's equality.

09-1 I Manitoba Status of Women

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries	562	9.00	642	(80)	
Total Other Expenditures	301		329	(28)	
Total Grants	89		100	(11)	
Total Expenditures	952		1,071	(119)	

Labour Programs Division

Divisional Goals

- To reduce the human and economic costs of workplace illnesses and injuries by enforcing occupational health and safety requirements, and promoting a safety and health culture within workplaces.
- To achieve socially desirable terms and conditions of employment for the Manitoba workforce through the administration of minimum standards and conditions of employment.
- To assist employers and employees in mitigating group layoffs and adjustment situations.
- To provide professional and timely service to workers and their dependants who require assistance with their workers compensation claims.
- To promote and maintain a stable and harmonious labour relations environment, and encourage the practice and procedure of collective bargaining between employers and unions as the freely designated representatives of employees.
- To ensure employees' rights to benefits promised under employment pension plans.
- To safeguard persons and property from fire and life safety hazards.

Divisional Responsibilities

- Provides services to prevent injury and illness in Manitoba workplaces by ensuring compliance with *The Workplace Safety and Health Act* and regulations and by helping employers and workers to participate in the internal responsibility safety and health systems in their workplaces.
- Enforces established standards relating to terms and conditions of employment, and provides labour adjustment programs to assist in the re-employment and retraining of workers affected by layoffs due to labour market adjustment and structural change.
- Advises, assists, and when appropriate, represents claimants who have cause to disagree with decisions of the Workers Compensation Board of Manitoba.
- Provides conciliation and mediation services to labour and management.
- Administers/Adjudicates applications or referrals to the Manitoba Labour Board pursuant to *The Labour Relations Act* and other labour legislation concerning labour/management relations.
- Promotes the establishment, extension and improvement of pension plans and protects the pension rights of employees under existing pension plans, as provided under pension benefits legislation.
- Performs investigations of suspicious fires causing death, injury or property damage.
- Provides accredited training in fire prevention, emergency response and public safety services and provides emergency response to large scale provincial incidents.
- Provides safety and technical inspection services required by statute.

Divisional Administration

Divisional Administration consists of two units: the Assistant Deputy Minister's office and Financial and Administrative Services.

Objectives

- To provide advice and support to the Minister and Deputy Minister on issues related to the Labour Programs Division.
- To provide leadership to the division.
- To provide divisional financial management services in accordance with governing legislation and established financial administration policies and procedures.
- To ensure consistency, accuracy, effectiveness and timeliness with respect to divisional activities by providing centralized support, coordination and other services in the following areas:
    - finance and administration; and
    - reporting, planning, comptrollership and accountability.

Responsibilities

- Provides overall direction for Labour Programs Division.
- Provides support to the division in developing and administering corporate financial policies, central accounting services, financial monitoring and reporting, monthly expenditure reports, forecasts and annual financial reporting that supports the division's programs and initiatives.
- Provides general operating and administrative support services, records management and accommodation planning and coordination for the division.
- Provides support to the division for the preparation and review of submissions and contracts.

Activities/Highlights of 2011/12

- Assisted with the preparation of the Departmental Plan, Annual Report and Estimates Supplement.
- Worked with the Comptrollership Unit of Education Shared Services to carry out performance of statistical sampling of transactions for year-end compliance and verification of year-end reconciliation.
- Continued the updating of the delegated signing authorities system, to be completed in the first quarter of 2012/13.
- Began documenting standardized financial related policies to be referenced by divisional staff.
- Developed Terms of Reference for the Audit Committee and commenced regular quarterly meetings in Fall 2011.

09-2 A Financial and Administrative Services

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries	353	8.50	482	(129)	1
Total Other Expenditures	130		132	(2)	
Total Expenditures	483		614	(131)	

1. The variance is primarily due to staff turnover and timing of salary recoveries related to reorganization.

Research, Legislation and Policy

Research, Legislation and Policy provides centralized support to the Labour Programs Division through conducting research and analysis, supporting policy development, coordinating the division's legislative initiatives, and providing support services to a number of advisory boards and committees. The branch administers the division's responsibilities under *The Freedom of Information and Protection of Privacy Act*.

Objective

- To ensure consistency, accuracy, effectiveness and timeliness with respect to the division's activities by providing centralized support, coordination and other services in research, policy analysis and legislative development.

Activities/Highlights in 2011/12

- Provided administrative support, research, and analysis to the Labour Management Review Committee (LMRC), the Accessibility Advisory Committee, and the Advisory Council on Workplace Safety and Health.
- Coordinated the development and processing of statutory and regulatory initiatives.
- Collected, developed and disseminated statistical data and other information in areas such as work stoppages, provisions of collective agreements, labour organizations, union membership, negotiated settlements and wage rates.
- Responded in a timely manner to requests for information by unions, management, labour relations practitioners, the general public, the Minister, Labour Program Division branches, the Office of the Fire Commissioner, other departments and governments, including requests from the federal government on matters relating to the International Labour Organization.
- Under *The Freedom of Information and Protection of Privacy Act*, responded to 113 applications for access to records.
- Supported the Labour Programs Division and the Office of the Fire Commissioner in developing various projects and initiatives.
- Assisted in coordinating Estimates, planning processes, and the Annual Report.
- Participated in meetings and discussions of the Canadian Association of Administrators of Labour Legislation to exchange information and share best

practices regarding current and emerging labour trends with counterparts in other Canadian jurisdictions.

09-2 B Research, Legislation and Policy

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries	596	8.00	578	18	
Total Other Expenditures	61		66	(5)	
Total Grants	155		212	(57)	1
Total Expenditures	812		856	(44)	

1. The under expenditure is primarily due to the delay in a grant payment to 2012/13.

Conciliation and Mediation Services

Conciliation and Mediation Services promotes and maintains harmonious labour-management relations in Manitoba by providing conciliation, grievance mediation and preventive mediation services to organized labour and management.

Objectives

- To administer *The Labour Relations Act* as it pertains to conciliation and mediation services in labour-management disputes and related situations.
- To provide competent, well-trained conciliators to assist organized labour and management in collective bargaining in order to resolve impasses in negotiations and thereby minimize work stoppages.
- To provide competent, well-trained mediators to assist organized labour and management when grievance procedures have failed to produce a settlement.
- To assist public school teachers and school boards in collective bargaining and grievance mediation as provided under *The Labour Relations Act.*

Activities/Highlights in 2011/12

- Assisted in 114 conciliation assignments under *The Labour Relations Act* and disposed of 68 assignments during the reporting year, 94 per cent of which were finalized without a work stoppage (see Table 1).
- Managed 443 active joint grievance mediation files, and settled 93 per cent of the grievances mediated during the year (see Table 2).
- Processed 67 expedited grievance mediation files, 93 per cent of which were settled.
- Assisted in four work stoppages involving 672 bargaining unit workers.

Continued to participate in the Canadian Association of Administrators of Labour Legislation and Association of Labour Relations Agencies conferences, which provide a continuous exchange of information with other jurisdictions and opportunities to attend seminars on new and improved approaches to preventive mediation and conciliation.

Table 1

Statistics Relating to Conciliation Services

April 1, 2011 - March 31, 2012

Assignments in process during reporting year	
Assignments carried over from previous year	47
Assignments received during the reporting year	53
Assignments received for First Collective Agreement	5
Assignments received for Interest Based Negotiations	1
Assignments received for Preventive Mediation	2
Assignments received related to *The Public Schools Act*	6
Total	**114**
Assignments disposed of during reporting year	
Settled in conciliation without work stoppage	64
Settled following work stoppage	4
Proceeded to Arbitration under *The Public Schools Act*	0
Imposed by Manitoba Labour Board for first collective agreement	0
Total	**68**
Assignments still active at end of reporting year	**46**
Percentage of assignments finalized without stoppages	94%

Table 2

Statistics Relating to Mediation Services

April 1, 2011 - March 31, 2012

Under Section 129(1) (Joint Application)	
Cases carried forward	232
Cases assigned	211
Total	**443**
Settled	165
Not settled	12
Awaiting mediation	266
Percentage of settlements achieved	93%

Under Section 130(8) (Expedited Application)	
Cases carried forward	11
Cases assigned	56
Total	**67**
Settled	52
Not settled	4
Proceeding directly to arbitration	2
Awaiting mediation	8
Percentage of settlements achieved	93%

09-2 C Conciliation and Mediation Services

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries	611	7.00	600	11	
Total Other Expenditures	127		131	(4)	
Total Expenditures	738		731	(7)	

Office of the Superintendent - Pension Commission

The Office of the Superintendent - Pension Commission safeguards employees' rights to benefits promised under employment pension plans as provided under pension benefits legislation.

Objectives

- To administer and enforce *The Pension Benefits Act* (Act) and regulations to safeguard the rights of employees to benefits promised under employment pension plans registered under the Act.
- To promote the establishment, extension and improvement of employment pension plans registered under the Act.

Activities/Highlights in 2011/12

- Processed over 1,400 requests for written notice concerning one-time transfers.
- Issued over 450 pieces of correspondence related to compliance.
- Reviewed over 75 pension plan amendments.
- Reviewed one plan registration, fifteen full plan windups, eight partial plan windups and two plan conversions.
- Reviewed for compliance 375 Annual Information Returns, which detail the contributions made to and membership changes under a pension plan over its fiscal year.
- Reviewed for compliance 93 actuarial valuation reports, which detail the funded and solvency position of a defined benefit pension plan and the contribution requirements over the next three years.
- Conducted six Pension Administration Reviews to assess whether the administrative systems and practices of pension plans were sufficient to produce legislative compliance, and monitored progress on the issues identified in the Reviews' reports.
- Responded to approximately 3,000 telephone inquiries relating to pension legislation.
- Participated in, as a presenter, one public education session for organizations involved with pension plans, dealing with various aspects of existing legislation and general industry information.
- Participated in, through the Superintendent of Pensions, the activities of the Canadian Association of Pension Supervisory Authorities (CAPSA), a national association of pension supervisory authorities whose mission is to facilitate an efficient and effective pension regulatory system in Canada.
- Implemented one amendment to *The Pension Benefits Act* as well as two regulations under the Act.

09-2 D Office of the Superintendent – Pension Commission

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries	410	5.00	412	(2)	
Total Other Expenditures	95		150	(55)	1
Total Expenditures	505		562	(57)	

1. The under expenditure is primarily due to the delay in expenditures related to advertising and actuarial valuation and lower than anticipated legal costs.

The Manitoba Labour Board

The Manitoba Labour Board is an independent and autonomous specialist tribunal which administers and adjudicates responsibilities assigned to it under *The Labour Relations Act* and sections of:

- *The Apprenticeship and Certification Act*
- *The Construction Industry Wages Act*
- *The Elections Act*
- *The Employment Standards Code*
- *The Essential Services Act*
- *The Pay Equity Act*
- *The Public Interest Disclosure (Whistleblower Protection) Act*
- *The Public Schools Act*
- *The Remembrance Day Act*
- *The Victims Bill of Rights*
- *The Worker Recruitment and Protection Act*
- *The Workplace Safety and Health Act*

During the reporting period, the Board was composed of a full-time Chairperson, one full-time Vice-Chairperson, six part-time Vice-Chairpersons, and 28 Board members equally representing employees and employers.

Objectives

- To resolve labour issues in a fair and reasonable manner acceptable to both the labour and management community, including the expeditious issuance of appropriate orders.
- To assist parties in resolving disputes without the need of the formal adjudicative process.
- To provide information to parties and the general public pertaining to their dealings with the Board or about the Board's operations.

Activities/Highlights in 2011/12

- Received 401 applications and carried forward 129 files under the following Acts:

The Workplace Safety and Health Act	4
The Employment Standards Code	92
The Labour Relations Act	305
Total filed in reporting year	401
Cases carried forward (2010/11)	129
Total applications before the Board*	530

*The total number of applications before the Board increased 19 per cent over the previous year's total of 445.

- Disposed of/closed 392 of 530 cases (74 per cent).
- Scheduled 193 applications for hearing.
- Resolved or narrowed the issues before the Board in 85 per cent of the cases where a board officer was formally appointed or assisted the parties informally through the dispute mediation process.
- Issued 73 Substantive Orders and seven Written Reasons for Decision, the full text is posted on the Board's website.
- Distributed updates for the "Index of Written Reasons for Decision" to subscribers.
- Conducted 11 votes within the legislated time frames.
- Improved the previous year's median processing time for applications received under *The Employment Standards Code*, notwithstanding a 48 per cent increase in the number of applications received under that legislation. The previous year's median processing time for applications received under *The Labour Relations Act* increased modestly, but this reflected the fact that a number of applications either involved complex issues or multiple parties, both of which factors will affect when hearing dates can be set.

Further statistics and summaries of significant decisions are available in the separate annual report issued by the Manitoba Labour Board.

09-2 E Manitoba Labour Board

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries	1,282	16.50	1,306	(24)	
Total Other Expenditures	456		449	7	
Total Expenditures	1,738		1,755	(17)	

Workplace Safety and Health

The Workplace Safety and Health Division administers and enforces *The Workplace Safety and Health Act* and associated regulations dealing with the health and safety of workers. It also provides technical and administrative support to the Minister's Advisory Council on Workplace Safety and Health. The division emphasizes a preventive focus to control workplace hazards through education and training, combined with administration and enforcement of the Act and regulations.

Objective

- To administer and enforce *The Workplace Safety and Health Act* (Act) and its regulations through efforts promoting awareness of the importance of workplace safety and health, compliance among employers and workers, and the adoption of measures to identify and control workplace safety and health hazards, thereby preventing fatalities and reducing workplace injuries and illnesses, and contributing to a dynamic provincial economy and improved quality of life for Manitobans.

Activities/Highlights in 2011/12

1. **Reducing the time-loss injury rate, and significantly reducing the number of work-related fatalities and serious injuries.**

- Recorded a time-loss injury rate of 3.3 per 100 full-time workers in 2011, representing a decrease of approximately 41 per cent since 2000, and surpassing the target rate of 3.5 two years ahead of schedule.
- Continued working on the (2008-2012) five-year joint workplace injury and illness prevention plan that was developed with the Workers Compensation Board (WCB). The plan aims to significantly reduce the number of serious injuries and fatalities in the province.
- Conducted 12,838 workplace inspections, a 12.6 per cent increase over 2010/11, and issued orders as necessary.
- Conducted workplace investigations of complaints, serious incidents, rights to refuse and discriminatory actions.
- Provided consultative safety engineering, ergonomic and occupational hygiene assistance to clients and internal staff.
- Prepared specialized reports on hazards and risk control strategies.
- Conducted pre-development reviews of new projects, installations and processes.
- Prepared and delivered specialized technical training programs to workers and employers.

Performance Indicators, Workplace Safety and Health Division

Effectiveness Measures	Planned Target 2011/12	Actual Result 2011/12	Expl. No.
Number of training courses (and participants)	225 (4,000)	302 (6,108)	
Number of inspections conducted	10,500	12,838	1
Time-loss injury rate	3.2	3.3	2

1. Target exceeded as a result of the hiring of additional officers and improvements to performance and quality assurance processes.
2. The time-loss injury rate target of 3.2 for 2011 was set as a further objective to surpass the original goal of reducing the rate to 3.5 by 2012. Performance has exceeded expectations, resulting in the 2012 goal being reached ahead of schedule.

2. Promoting a safety and health culture and encouraging workers and employers to assume more responsibility for their own workplace safety and health.

- Continued working with the WCB on awareness and education initiatives to strengthen the culture of safety and health in Manitoba, which includes the provincial workplace safety and health public awareness campaign built around the SAFE methodology (Spot the hazard, Assess the risk, Find a safer way, Everyday).
- Continued joint planning with the WCB to encourage the growth of a strong network of prevention organizations.
- Provided a variety of informational material such as newsletters, bulletins, guidelines, website material and audiovisual materials to assist in safety and health training and communication, continued to develop publications for the amended workplace safety and health regulations that took effect in 2007, and updated publications affected by the August 2011 changes to the Workplace Safety and Health Regulation and changes to the Operation of Mines Regulation taking effect in April 2012.
- Assisted with maintenance of the SAFE Manitoba website (which incorporates all of WSH's publications, resource and contact information), and implementation of new online initiatives (i.e. development of the SAFE Work Video Resource Library, and launch of the SAFEty & Health Community). Efforts continue to make this website the workplace safety and health internet destination for Manitobans.
- Delivered 302 training courses to employers and workers across the province, including custom training/educational sessions and presentations on regulatory requirements and general legislative requirements to stakeholder groups.
- Provided consultation services to industry clients to assist with the effective, ongoing function of existing safety and health committees and encourage the formation of new committees.
- Promoted the requirement for workplaces to establish and implement effective safety and health programs.
- Continued to address young worker safety and health issues at the secondary and post-secondary level and in youth training facilities by developing and delivering youth-targeted programming.

- Continued to address farm safety issues through collaboration with governmental and non-governmental organizations and the delivery of education to agricultural producer organizations.
- Continued to collaborate with various government departments and agencies to address emerging issues, such as pandemic influenza planning, agriculture related safety and health concerns and exposure to zoonotic infections; and to address various environmental issues, such as radon in buildings, West Nile infection and Lyme disease.
- Conducted occupational-related health surveillance on such matters as lead and heavy metal levels in the blood, noise exposure and hearing conservation, pesticides and fibrogenic dusts, and consulted with stakeholders regarding chest x-ray screening for exposure to fibrogenic dust.

Advisory Council on Workplace Safety and Health

Under the authority of *The Workplace Safety and Health Act,* the Advisory Council on Workplace Safety and Health (Advisory Council) reports directly to the Minister of Family Services and Labour concerning general workplace safety and health issues, protection of workers in specific situations, and appointment of consultants and advisors. The Advisory Council reviews *The Workplace Safety and Health Act* and its administration at least once every five years or when requested to do so by the Minister, and advises on any other matter concerning workplace safety and health at the Minister's request.

The Lieutenant Governor in Council appoints council members, with equal representation from workers, employers, and technical/professional organizations. Workplace, Safety and Health provides technical, administrative and financial support to the Advisory Council. Members receive remuneration in the form of per diems and payment for out-of-pocket expenses.

Where appropriate, the Advisory Council establishes committees to advise the Council on specific matters dealing with workplace safety and health.

Activities/Highlights in 2011/12

- Provided input for regulatory changes to further protect workers from violence in the workplace, including a requirement for specific workplaces to develop and follow a violence prevention policy.
- Recommended 10 proposals, submitted by Manitoba schools, to the schools safety promotion program to encourage innovation, education and awareness of SafeWork be approved, and that this program be continued.
- Provided input into, and a recommendation to proceed with, proposals to strengthen highway and road construction safety, including measures to improve worker visibility, training, signage, enforcement, and public awareness.

- Provided input into, and a recommendation to proceed with, proposals to release employer safety and health information to the public.
- Discussed options for enforcement tools to improve compliance with *The Workplace Safety and Health Act* and regulations, with respect to critical and imminent risk violations.

09-2 F Workplace Safety and Health

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries	6,668	95.50	7,296	(628)	
Total Other Expenditures	1,947		2,149	(202)	
Total Grants	10		20	(10)	1
Total Expenditures	8,625		9,465	(840)	

1. The under expenditure is primarily due to a grant that was paid from another sub-appropriation.

Employment Standards

The Employment Standards Branch is composed of Employment Standards (which includes the Labour Adjustment Unit) and the Worker Advisor Office. The Branch provides a comprehensive program of client-initiated services, proactive services, and labour adjustment services, as well as advocacy services in the case of the Worker Advisor Office.

Objectives

- To achieve socially desirable terms and conditions of employment for the Manitoba workforce through the administration of minimum standards and conditions of employment.
- To protect children from exploitation in the modelling and talent industry, and to protect foreign workers and employers through the regulation of recruiters.
- To increase compliance with *The Employment Standards Code, The Construction Industry Wages Act* and *The Worker Recruitment and Protection Act.*
- To promote harmonious employment relationships through the dissemination of information, provision of proactive services and resolution of disputes.
- To assist employers in finding solutions to potential business closures or layoffs and support workforce adjustment committees in developing retraining and re-employment strategies for workers whose jobs have disappeared or changed.

Activities/Highlights in 2011/12

- Initiated 2,720 investigations and recovered $1.3 million in wages.
- Finalized 1,011 claims, or 37 per cent of total claims, using the Quick Resolution process in an average of 39 days, reducing the need for time-consuming field investigations.

- Conducted 1,839 field investigations, facilitating a voluntary resolution in 80 per cent of Branch investigations and issuing formal orders for the remaining 20 per cent.
- Facilitated resolution in 20 cases through an Alternative Dispute Resolution process, reducing the number of appeals to the Manitoba Labour Board for resolution.
- Assessed employers for potential non-compliance using a variety of mechanisms, including a three-step enforcement model that strategically ramps up penalties for repeat offenders, and analyses of business registrations, license applicants, database information, and tips.
- Conducted 437 proactive investigations to advance labour standards rights and obligations in the workplace and to increase compliance with the legislation, including investigations targeting nail and skin care companies, rural restaurants and construction companies with previous violations, employers that had been denied applications to average overtime and employers with Notice to Comply Orders.
- Posted administrative penalty orders on the provincial website to deter employers who repeatedly violate employment legislation, to protect vulnerable employees and to raise public awareness.
- Enacted changes to *The Employment Standards Code* and regulations, which granted flexibility to balance work with home and family needs, clarified repayment of monies owed to the employer, and brought termination language in line with practices in other provinces.
- The minimum wage was raised through Order in Council to $10.00 effective October 1, 2011. The Construction Industry Minimum Wage Regulation was amended through Order in Council to provide wage increases for the Industrial Commercial and Institutional and Heavy Construction Sectors in 2012 and 2013.
- Issued 390 formal Notices to Comply to employers, resulting in 22 Administrative Penalty Orders related to non-compliance with minimum standards legislation.
- Evaluated 78 licence applications, 153 child performer permit applications and 1,757 employer business registration applications under *The Worker Recruitment and Protection Act*.
- Processed 2,217 Child Employment Permit applications and continued to work with industries to streamline the process for applications with standardized job tasks that regularly employ children.
- Continued public education strategy targeted to help protect vulnerable workers through partnerships with education and skill providers for youth and newcomers to the province, such as Entry Program, SAFE Workers of Tomorrow, Employment Projects of Winnipeg, and Employment Solutions for Immigrant Youth.
- Maintained strong information sharing partnerships with law enforcement, child protection, border security and other government and non-government agencies for the administration and enforcement of *The Worker Recruitment and Protection Act*.
- Responded to group layoff and adjustment situations within five days of notification to the Labour Adjustment Unit, allowing opportunities to explore alternate avenues to mitigate the effects of the layoffs prior to public knowledge.

- Responded to approximately 45,000 telephone and 5,000 walk-in inquiries.
- Recorded 370,734 unique visits and 14.2 million page views on the Employment Standards website, providing visitors with access to frequently asked questions 24 hours a day, seven days per week.

Performance Indicators, Client-Initiated Services
April 1, 2011 to March 31, 2012

Claim Resolution Method	Percentage of Finalized Claims
Quick Resolution Process	37
Field Investigation	59
Alternate Dispute Resolution	1
Manitoba Labour Board	2
Judgement and Collections	1

09-2 G Employment Standards

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries	2,701	44.60	2,817	(116)	
Total Other Expenditures	663		581	82	
Total Expenditures	3,364		3,398	(34)	

Worker Advisor Office

The Worker Advisor Office, established under Section 108 of *The Workers Compensation Act*, is independent of the Workers Compensation Board (WCB) and provides professional and timely service to workers and their dependants who require assistance with their workers compensation claims. The Office advises, assists, and, when appropriate, represents claimants who have cause to disagree with decisions of the WCB.

Objective

- To assist injured workers and their dependants in understanding the operations of the WCB and in obtaining benefits to which they are entitled under *The Workers Compensation Act* in a fair, compassionate and timely manner.

Activities/Highlights in 2011/12

- Provided services to over 2,990 individuals.
- Concluded 91 per cent of inquiries by providing advice only.
- Closed 242 files, or 41 per cent, through an informal review and resolution process, as a result of having no basis for appeal.
- Resolved 142 files through the WCB appeal system (13 per cent at an early intervention level, 40 per cent at the more formal appeal level).

09-2 H Worker Advisor Office

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries	538	9.00	659	(121)	1
Total Other Expenditures	136		188	(52)	2
Total Expenditures	674		847	(173)	

1. The under expenditure is primarily due to staff turnover and vacancy management.
2. The under expenditure is primarily due to reduced number of client medical tests required and reductions in other operating expenditures.

Office of the Fire Commissioner

Operating as a Special Operating Agency, the Office of the Fire Commissioner (OFC) provides a critical role in maintaining Manitoba's public safety network. The OFC provides education and training, public safety consultation, building and technical safety inspections and administration, fire investigations, fire safety inspection and emergency response to incidents too large, technical or complex for municipalities to handle. The main objective of the OFC is to provide the citizens of Manitoba with a variety of public safety services which meet the current issues facing the province. The OFC provides these services under the auspices of eight Acts:

- *The Amusements Act*
- *The Buildings and Mobile Homes Act*
- *The Electricians' Licence Act*
- *The Elevator Act*
- *The Fires Prevention and Emergency Response Act* (FPERA)
- *The Gas and Oil Burner Act*
- *The Power Engineers Act*
- *The Steam and Pressure Plants Act*

The Agency provides a wide spectrum of mandated services and related activities. No one service area of the Agency stands alone; they are all fundamentally interrelated with the education and training, municipal support and emergency response areas being the unifying and defining components.

During the 2011/12 business year, the OFC underwent significant organizational changes and growth as a result of two key events:

- The OFC/Mechanical and Engineering (M&E) amalgamation to create Inspection and Technical Services Manitoba (ITSM), and
- The OFC's response to an internal audit report conducted by Internal Audit and Consulting Services (IACS).

The OFC/ITSM amalgamation has allowed the Government of Manitoba to streamline client services related to trades-licensing, permit issuance, and inspection services for those working within the engineering, technical safety, construction and building codes/standards industries. These services are housed under one organizational section and are the responsibility of the Director of ITSM.

In accordance with the 2011/12 Corporate Audit Plan, IACS performed an audit of Special Operating Agency compliance with government policy within the OFC. The purpose of the review was to assess the OFC's degree of compliance with applicable General Manual of Administration (GMA), Financial Administration Manual (FAM), and other policy requirements in relation to the OFC's Operating Charter (Charter). The audit identified several significant areas of concern with respect to the OFC's control environment that resulted in a change of senior management and restructuring of the organization.

As a result of the events and organizational changes listed above, the OFC revised its Charter and 2011/12 Business Plan to support the new organizational structure and corresponding funding sources. These changes to the organizational and financial frameworks have provided greater oversight and accountability for the Agency.

Objectives

- To promote effective and efficient fire control throughout the province by providing technical support to fire departments and municipal councils.
- To safeguard the public by providing emergency response throughout the province for incidents that are too large or complex for local and regional emergency response resources to handle.
- To minimize the adverse effects of human-made and natural disasters by providing education and training in disaster management and emergency response.
- To ensure public safety by enforcing compliance with all building, fire and technical safety codes and standards.
- To reduce the effects of fire through the delivery of fire investigation, inspection and public education programs.

Activities/Highlights in 2011/12

- Underwent significant organizational change and growth as a result of the OFC/M&E amalgamation to create ITSM. The OFC/ITSM amalgamation has allowed the Government of Manitoba to streamline client services related to trades-licensing, permit issuance, and inspection services for those working within the engineering, technical safety, construction and building codes/standards industries.
- Implemented a revised Operating Charter which provides for a strengthened comptrollership framework under a new organizational structure.
- Provided technical assistance and support to municipal fire departments and councils including emergency response planning and operations. Significant achievements in the area of emergency response during 2011/12 included, but was not limited to:
  - Supported the RM of St. Laurent and communities affected by flooding along Lake Manitoba, the Assiniboine and the Souris Rivers.
  - Supported the municipalities in eastern Manitoba, as well as Manitoba Conservation – Fire Program during the wildfire events of October 2011.
  - Provided support to policing Agencies and other Search and Rescue authorities involved in Search and Rescue Operations across Manitoba.
  - Hosted the provincial Urban Search and Rescue (USAR) exercise for CANTF-4 at the James Richardson Airport in February 2012.
  - Co-hosted the National *SARSCENE* Conference with the National Search and Rescue Secretariat, in Winnipeg MB in October 2011.

  - Hosted the National USAR table top exercise with Public Safety Canada in Brandon, Manitoba from February 13-17, 2012, with representation from all five National USAR Task Force teams.

- Provided quality training through the Emergency Services College in programs such as Fire Fighting Practices, Emergency Services Instruction, Fire Investigation, Public Safety and Building Standards.
- Continued legislative and regulatory development in the areas of technical and building safety including the adoption of the 2010 National Building, Plumbing and Fire Codes, and the associated Manitoba Amendments.
- In partnership with the Assembly of Manitoba Chiefs, implemented risk analyses and hazard assessment surveys of fire protection capacity in each of the 63 Manitoba First Nation communities.
- Partnered with the Manitoba Burn Fund, Red River Mutual Insurance, The Manitoba Association of Fire Chiefs and Manitoba Conservation to promote fire and life safety education and "Wildfire smart" principles to the citizens of Manitoba.

For more information, please refer to the Office of the Fire Commissioner – Special Operating Agency Report. Which can be accessed at: http://www.firecomm.gov.mb.ca/administration.html.

Disability Programs and Early Learning and Child Care Division

Divisional Goals

- To enhance opportunities for children and adults with disabilities in Manitoba to attain increased self-sufficiency, independence and participation in society.
- To harmonize the major aspects of programs, legislation, policies and practices, providing leadership in the development of solutions to better integrate supports for children and adults with disabilities.
- To improve parents' access to quality and affordable child care that assists in the healthy development of children and the social, economic and labour market participation of parents.
- To continue to develop and implement a framework to establish and strengthen effective, inclusive, community partnerships and consultation processes.
- To continue to develop clear roles, responsibilities and effective working relationships within the division, department, and other government departments.

Divisional Responsibilities

- Provides program coordination, direction and funding for services to children with disabilities; for community living services for adults with a mental disability; and for early learning and child care services.
- Provides centralized supports in the areas of program and financial management, policy and strategic initiative development, legislation, information systems and business support services.
- Administers the substitute decision-making provisions of *The Vulnerable Persons Living with a Mental Disability Act*.
- Licences and provides program and financial support to child care facilities and provides subsidies on behalf of eligible families.

The division includes the following program areas:

- Strategic Initiatives and Program Support
- Disability Programs
- Office of the Vulnerable Persons' Commissioner
- Manitoba Early Learning and Child Care
- Finance and Administration

Note: In January 2012, funding and program responsibility for Employment and Income Assistance programs were transferred to Manitoba Entrepreneurship, Training and Trade. Information about Employment and Income Assistance programs can be found in the Entrepreneurship, Training and Trade Annual Report for 2011/12.

Strategic Initiatives and Program Support

Objectives

- To work in conjunction with divisional branches and the Community Service Delivery Division in providing effective leadership, coordination, direction and support for the department's programs for persons with disabilities and early learning and child care.
- To research, design, develop and evaluate policies and practices that shape the programs and services available to persons with disabilities and families accessing licensed early learning and child care.
- To take the lead role in Access and Privacy coordination work across the division and in the coordination of division-wide requests for information.
- To provide research, consultation and/or strategic planning support for the division and the department.
- To pursue innovative solutions and initiatives which improve services for persons with disabilities and families accessing licensed early learning and child care, and reflect the vision, mission and goals of and the department.
- To provide financial management services in accordance with governing legislation and established financial administration policies and procedures.

Responsibilities

- Provides central program and policy direction for divisional programming.
- Provides program analysis, policy and strategic initiatives development.
- Provides business support services for adult and children's information systems.
- Develops pilot projects and strategic initiatives to improve services for program participants.
- Provides financial management, central administration and support services.

Activities/Highlights in 2011/12

- Provided research, program analysis, policy development and evaluation support to programs in Disability Programs and Early Learning and Child Care. Staff represented the division in a variety of intergovernmental, interdepartmental and inter-sectoral working groups and committees.
- Continued the development and enhancement of the Integrated Financial Client and Case Tracking (inFACT) computer system, an information management system which will improve participant and financial tracking of program expenditures for Community Living disABILITY Services (formerly the Supported Living Program), Children's disABILITY Services (formerly Children's Special Services) and the Provincial Special Needs Program.
- In conjunction with Community Living – Manitoba, Community Living – Winnipeg, the Office of the Vulnerable Persons' Commissioner, the Community Service Delivery Division, the Public Trustee, and Community Living disABILITY Services,

coordinated the ongoing implementation of the recommendations from the 2007 Report on the Examination of the Implementation and Impact of *The Vulnerable Persons Living with a Mental Disability Act* (VPA).

- Coordinated access and privacy requests for the division.
- Participated in program and policy development for the Manitoba Developmental Centre and provided support to the Advisory Committee on Long-Term Service Delivery at the Manitoba Developmental Centre.
- Coordinated the division's annual Estimates exercise, including the production of the Supplementary Information for Legislative Review and the provision of Estimates briefing material. Provides ongoing management and reporting of the division's fiscal status to divisional and executive management.

09-3 A Strategic Initiatives and Program Support

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Salaries and Employee Benefits	1,298	23.00	1,627	(329)	1
Other Expenditures	317		274	43	2
Total Expenditures	1,615		1,901	(286)	

1. The variance is primarily attributable to vacancy management.
2. The variance is primarily attributable to higher than anticipated IT costs.

Disability Programs

Objectives

- To provide program direction and funding for community living programs for adults with a mental disability.
- To provide supports and services to families caring for children who have developmental and/or physical disabilities.
- To provide leadership and direction to the Children's Therapy Initiative (CTI), a joint initiative of Manitoba Education; Manitoba Family Services and Labour; Manitoba Health; and Manitoba Healthy Living, Seniors and Consumer Affairs.
- To provide leadership and direction in services to the population affected by autism, through an interdepartmental committee including Manitoba Education; Manitoba Health; Manitoba Healthy Living, Seniors and Consumer Affairs; and Manitoba Family Services and Labour.

The Branch is divided into the following areas:

- **Community Living disABILITY Services** – Responsible for the planning, development, maintenance, overall direction and management of programs and resources that support and enhance the quality of life for adults with a mental disability living in the community. Responsible for the review and development of policies associated with Day Services, Residential Services, Support Services and Residential Care Licensing.

- **Children's disABILITY Services** – Responsible for policy and program development to support children with disabilities, their families and caregivers.

Responsibilities

- Provides leadership and support to Community Service Delivery staff, external agencies and other service partners in promoting effective and efficient program administrative practices in the delivery of support services for adults and children with a physical and/or mental disability.
- Provides financial management, which includes: developing and managing the overall budget, with input from the Community Service Delivery Division; identifying the resources required to provide quality, cost-effective services; allocating financial resources; ensuring that programs are delivered within budgeted resources; and ensuring financial accountability for program funds.
- Interprets policy and legislation for government and non-government service providers.
- Develops and revises policies and programs in a manner that is consistent with, and responsive to, ongoing changes in other programs, the socio-economic environment and the community as a whole.
- Provides licensing standards to ensure the safety, health and well-being of adults with a mental disability, mental disorder, cognitive impairment or frailty due to aging, who reside in community residential care facilities.
- Monitors and evaluates programs and services, including the adequacy of service rates and the ongoing identification of participants' needs, and ensures that programs are delivered within government policy and legislation.
- Provides training and development opportunities for staff of the Community Service Delivery Division, Disability Programs and Early Learning and Child Care, and service providers to ensure a working knowledge of programs and policies and quality outcomes for persons who receive supports.

Activities/Highlights in 2011/12

Community Living disABILITY Services

Community Living disABILITY Services (CLDS) offers a range of day and residential services aimed at providing adults with a mental disability the opportunity for independence in a community setting to the extent possible for each individual. CLDS supports that are potentially available include residential services, day services and related support services.

Residential services include funding for a range of residential supports to assist adults with a mental disability to live in the community in their residential option of choice. The day services provided through CLDS include supported employment and follow-up services, services with a vocational focus and individualized development services. Additional supports available with funding from CLDS may consist of transportation between residential and day programs, respite, crisis intervention and clinical services.

- Funding for CLDS programming increased substantially over the last few years in support of the commitment to meet the needs of adults with disabilities and their families. In 2011/12, the department continued to increase funding for the Program to expand supports and services for adults with a mental disability. These supports, which included residential, respite, and day services, as well as case management activities such as counselling and referral, allowed 5,227 adults with a mental disability to safely live and participate as full and active members of the community.

- CLDS collaborated with the Community Service Delivery Division in the design and delivery of training, including an orientation to *The Vulnerable Persons Living with a Mental Disability Act* and staff training on protection from abuse and neglect.
- In 2011/12, CLDS continued to build the skills and professional qualifications of service providers who support adults with a mental disability.
    - Over 3,930 agency staff received sponsorship in training and educational events that were delivered in critical skill and knowledge areas such as non-violent crisis intervention, first aid, principles of *The Vulnerable Persons Living with a Mental Disability Act*, person-centred planning, protection from abuse and neglect, personal outcome measures, emergency measures, Foundations in Disability and Community Support and Supervisory Skills.
    - In support of advancing the Human Resource Strategy and the expansion of a qualified professional workforce, agency staff were subsidized in accredited certificate and diploma level education programs offered through classroom (21 enrolled), recognition of prior learning (21 enrolled), and web-based delivery models.
    - Service providers were provided with recruitment resources (posters, brochures, access to website) for use in enhancing awareness of disability support work as an employment and career opportunity.
- Disability Programs, working in partnership with the Disabilities Issues Office and other jurisdictions who work with vulnerable adults, co-chaired the Inter-jurisdictional Working Group on the development of a Protection Strategy for Vulnerable Adults.
- Disability Programs prepared amendments to *The Vulnerable Persons Living with a Mental Disability Act* (VPA) to strengthen offense and penalty clauses. Amendments to the VPA, were proclaimed August 15, 2011.
- In partnership with Manitoba Health and Manitoba Justice, Disability Programs participated in the management of the Provincial Special Needs Program for individuals who present a serious risk to themselves or the community, but who would not otherwise be eligible for CLDS or Community Mental Health Services.
- By the end of 2011/12, the Provincial Special Needs Program was serving 143 participants, 117 of whom were receiving program funding. The remaining 26 participants received case management supports with no direct program funding attached.
- Residential Care Licensing staff inspected 210 licensed adult residential care facilities, with a total of 1,310 bed spaces to ensure continued compliance with standards. Staff also provided consultation and support to designated licensing authorities for approved facilities. In 2011/12, the designated authorities (Manitoba Family Services and Labour Regional Managers and Regional Health Authorities) issued 1,020 letters of approval for homes with three beds or fewer, representing a total of 1,898 bed spaces.

- Residential Care Licensing continues to partner with the City of Winnipeg, the Fire Prevention Office and the Office of the Fire Commissioner to address the fire and life safety needs of individuals residing in approved homes (three beds or fewer) as applicable fire and building codes evolve.
- Residential Care Licensing staff provide training and policy interpretation, as required for Regional Health Authorities who have accepted the delegated licensing responsibility for approved homes for their program (Mental Health).
- In 2011/12, through the Life Safety Initiative, Residential Care Licensing continued to implement a strategy to increase the life safety of individuals and staff providing support by providing funding for sprinkler installation and other health and safety related equipment in residential and day program settings.
- In partnership with the Community Service Delivery Division and community representatives, CLDS participated in the transition of residents from the Manitoba Developmental Centre to community residences that are managed by CLDS agencies.

09-3 B Disability Programs

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Salaries and Employee Benefits	1,238	14.50	1,109	129	
Other Expenditures	93		301	(208)	1
Community Living disABILITY Services	269,048		249,005	20,043	2
Children's disABILITY Services	26,490		26,439	51	
Total Expenditures	296,869		276,854	20,015	

1. The variance is primarily attributed to lower than expected operating costs.
2. The variance is primarily attributable to additional participants in residential care and day services.

Community Living disABILITY Services
Total Active Caseload by Region*
as at March 31

Region	2009/10 Active Files	2010/11 Active Files	2011/12 Active Files
Winnipeg	2,560	2,713	2,902
Eastman	472	488	522
Interlake	341	350	346
Central	535	541	548
Westman	537	540	571
Parkland	200	215	220
Northern	133	129	118
Total	**4,778**	**4,976**	**5,227**

** Caseload statistics no longer include individuals under the age of 18, who had been included in previous annual reports.*

Community Living disABILITY Services
Total Active Caseload by Age Group
as at March 31, 2012

Age Group	18-21	22-25	26-35	36-45	46-55	56-65	66+	Total
Caseload	864	711	1,092	816	856	587	301	**5,227**

Community Living disABILITY Services
Number of Individuals on Caseload Receiving Funded Services by Type of Service*
2009/10 to 2011/12

Funded Service Type	2009/10	2010/11	2011/12
Residential Services	3,212	3,279	3,402
Respite	1,108	1,075	1,077
Day Services	3,080	3,150	3,258
Transportation Services	2,720	2,781	2,796
Crisis Intervention	242	161	156
In the Company of Friends	60	65	65

** Individuals may receive more than one type of service.*

Age of Majority and Transitional Youth Accessing Services
as at March 31

	2009/10	2010/11	2011/12
Age of Majority Youth Accessing Residential Services	37	27	51
Transitional Youth Accessing Day Services	119	128	135

Residential Services
Number of Individuals on Caseload Receiving Funded Services by Residential Subservice Type*

Residential Subservice Type	2009/10	2010/11	2011/12
Agency Care Facility	1,867	1,874	1,975
Agency Managed Host Family Home	34	53	60
Private Host Family Home	414	417	465
Independent Living with Supports	761	775	855
Agency Supports in Family Home	509	413	437
Other Residential Supports (Specialized Supplies and Equipment)	197	228	248

** Individuals may be funded for more than one type of residential subservice during the year.*

Number of Licensed and Approved Residential Care Facilities and Beds
as at March 31

	2009/10 Facilities/Beds		2010/11* Facilities/Beds		2011/12 Facilities/Beds	
Licensed	206	1,323	204	1,284	**210**	**1,310**
Approved	906	1,680	962	1,781	**1,020**	**1,898**
Total	**1,112**	**3,003**	**1,166**	**3,065**	**1,230**	**3,208**

* *The number of licensed beds dropped during the 2010/11 year due to the closure of a mental health facility.*

Annual Reports of Alleged Abuse/Neglect
2009/10 to 2011/12

	2009/10	2010/11	2011/12
Reports of Alleged Abuse/Neglect	135	207	256
Referred to Police or RCMP	76	50	59
Person Charged under the Criminal Code	7	4	4

Reported Allegations of Abuse/Neglect by Region
2011/12

	Types of Alleged Abuse/Neglect						
Region	**Verbal**	**Physical**	**Sexual**	**Emotional**	**Financial**	**Neglect***	**Total**
Winnipeg	0	68	22	9	10	31	140
Eastman	0	4	4	12	2	7	29
Interlake	0	8	5	10	1	0	24
Central	0	4	3	4	3	1	15
Westman	0	14	5	17	2	5	43
Parkland	0	0	1	0	1	2	4
Northern	0	0	0	0	0	1	1
Total	0	98	40	52	19	47	256

* *Represents acts of omission.*

Children's disABILITY Services

Children's disABILITY Services is responsible for policy and program development to support children with disabilities, their families and caregivers.

Children's disABILITY Services continued to play a lead role in promoting the development and delivery of appropriate services for children with disabilities through collaboration and consultation with programs involved in serving children and families, including the Healthy Child Manitoba Office; the Child Protection Branch; Manitoba Early Learning and Child Care; Manitoba Education; Manitoba Health; and Manitoba Healthy Living, Seniors and Consumer Affairs.

Children's disABILITY Services is a non-statutory, voluntary program that provides assistance to birth, adoptive or extended families caring for children who have developmental and/or lifelong, physical disabilities. Program staff in six regional offices throughout the province and six community areas in Winnipeg provide case management support and individualized services that address the unique needs and circumstances of eligible children and their families. Services and supports are intended to strengthen families and reduce stress so that costly out-of-home placement is prevented or delayed.

Children's disABILITY Services also provides grant funding to external agencies to deliver specialized services including clinical outreach, augmentative and adaptive communication devices, and occupational, physical, and speech and language therapies.

Children's disABILITY Services provides families who have children with a developmental and/or lifelong physical disability with a variety of supports that reflect the unique circumstances of each family and the needs of their child. Staff use a family centered approach to assist families with identifying and accessing the resources, both formal and informal, that they require. These supports include the provision of individualized services such as respite care, child development, supplies, equipment, transportation and home/vehicle modifications. The purpose of providing family supports is to reduce stress encountered by families so they are better able to address the needs of their children with disabilities in their own homes and communities.

Children's disABILITY Services
Family Support Services and Unified Referral and Intake System (URIS) Group A
Number of Children Served by Region
as at March 31

Region	2009/10	2010/11	2011/12
Winnipeg	2,544	2,533	2,545
Eastman	468	473	478
Interlake	262	294	286
Central	474	516	536
Westman	533	549	495
Parkland	166	169	178
Northern	220	212	208
URIS Group A	35	38	42
Total	**4,702**	**4,784**	**4,768**

Funding to External Agencies

Children's disABILITY Services provides funding and establishes reporting requirements for external agencies that deliver specialized services, such as augmentative and adaptive communication devices, auditory-verbal therapy, clinical outreach and assistive technology clinics in rural settings. Funded non-government agencies include: the Society for Manitobans with Disabilities; Rehabilitation Centre for Children; St. Amant; Community Respite Services; Central Speech and Hearing Clinic; Open Access Resource Centre; and Canadian National Institute for the Blind.

Children's disABILITY Services works closely with the Healthy Child Manitoba Office, Manitoba Early Learning and Child Care, Child Protection Branch, voluntary sector, Regional Health Authorities, hospitals, schools and agencies. As well, Children's disABILITY Services staff work collaboratively with service delivery agencies, Manitoba Education; Manitoba Health; and Manitoba Healthy Living, Seniors and Consumer Affairs, to coordinate programs and activities that promote and support the development of children with disabilities and their families.

Applied Behavioural Analysis

Applied Behavioural Analysis (ABA) provides early intensive behavioural intervention therapy for young children diagnosed with Autism Spectrum Disorder. ABA is delivered by St. Amant in partnership with Manitoba Families for Effective Autism Treatment and includes Pre-school and School-age Programs.

In 2011/12, the Pre-school Program provided therapy to 122 children while the School-age Program served 92 children through a combination of school and home-based therapy.

Number of Children Served (ABA Programs)

	2009/10	2010/11	2011/12
Pre-School Program*	99	107	122
School-Age Program	75	93	92

* *The number of Pre-School children served includes both full-year and part-year programs.*

Outreach Therapy for Children

The Outreach Therapy for Children (OTC) program is delivered as a joint venture by the Society for Manitobans with Disabilities (SMD), the Rehabilitation Centre for Children (RCC), and St. Amant. SMD delivers occupational therapy, physiotherapy, and speech and language therapy to pre-school children in Winnipeg and delivers speech and language services to pre-school children in rural and northern Manitoba. RCC delivers occupational therapy to pre-school children and some school age children in rural and northern Manitoba. St. Amant provides therapy services to children living in the St. Amant catchment area. OTC services are provided to children who are eligible for the Children's disABILITY Services program.

The goal of the OTC program is to utilize a collaborative, consultative approach in which therapy is provided in the child's natural setting. Therapists work with the child's parents or caregivers so that they become the primary provider of therapy services and are able to integrate the therapy into the child's and the family's daily routines. OTC is Manitoba Family Services and Labour's contribution to the broader Children's Therapy Initiative.

Children's Therapy Initiative

The departments of Manitoba Health, Manitoba Education, and Manitoba Family Services and Labour provide funding for children's occupational therapy, physiotherapy, speech and language therapy and audiology services. These therapies are delivered through the Regional Health Authorities, school divisions and service agencies.

The Children's Therapy Initiative (CTI) is intended to provide coordinated, regionally-based therapy services that assist all children requiring therapy services. The approach delivers existing therapies more effectively and efficiently through increased collaboration between stakeholders, and is more responsive to children's individual needs. There are CTIs in every region in the province.

It is estimated that the number of children served across the province under the CTI reached 45,000 in 2011/12.

Office of the Vulnerable Persons' Commissioner

Objective

- To ensure the rights of individuals with mental disabilities to make decisions affecting their lives are respected and protected through the implementation of the substitute decision making provisions of *The Vulnerable Persons Living with a Mental Disability Act* (VPA).

Responsibilities

- Develops and implements policies and practices related to the substitute decision making provisions of the VPA.
- Conducts preliminary investigations for the appointment of substitute decision makers (SDMs) for vulnerable persons.
- Establishes hearing panels to review applications and make recommendations to the Vulnerable Persons' Commissioner as to whether the criteria for the appointment of a SDM are met, as well as the terms and conditions of any appointment.
- Makes decisions on applications and where warranted, appoints SDMs.
- Provides reasons for decisions upon request.
- Maintains a register of SDM appointments.
- Provides advice, consultation and training on the guiding principles and the SDM provisions of the VPA.
- Provides information to vulnerable persons, their families and friends and members of the general public.

Activities/Highlights in 2011/12

- Made decisions on:
  - 79 applications for the appointment of a SDM for a vulnerable person.
  - 37 applications for the appointment of an emergency SDM for a vulnerable person.
  - 60 applications requesting changes during the term of SDM appointments.
- Issued seven reasons for decision.
- Maintained a register of SDM appointments for 1,737 vulnerable persons.
- Reviewed and monitored financial reports of 527 family members and friends who are SDMs for property for vulnerable persons.
- Conducted reviews of 320 vulnerable persons whose appointment of a SDM was expiring to determine if the appointment should be renewed.
- Created fact sheets to inform and educate the financial community on the rights of vulnerable persons and their SDM where one is appointed; and currently examining options for providing online tutorials to help SDMs fulfill their responsibility to maintain financial records and submit accounting reports.

- Provided orientation, training, or informational presentations to approximately 200 vulnerable persons, parents of vulnerable persons, community service workers, service providers, educators, and panel members.

09-3 C Office of the Vulnerable Persons' Commissioner

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Salaries and Employee Benefits	403	5.00	411	(8)	
Other Expenditures	83		112	(29)	1
Total Expenditures	486		523	(37)	

1. The variance is primarily attributed to lower than expected operating costs.

Manitoba Early Learning and Child Care

Objectives

- To promote sustainable, accessible, affordable, high-quality early learning and child care (ELCC) that supports the positive development of children and their families, and to assist child care facilities to meet established standards of care.
- To plan and develop innovative means of meeting the child care needs of parents, to promote positive developmental care for children, including those with special needs, and to support parental participation in ELCC services.

Responsibilities

- Develops legislation, regulations, policies and standards relating to ELCC in Manitoba.
- Provides funding, program and administrative direction to almost 1,100 community based ELCC facilities.
- Supports safe, accessible and affordable high-quality ELCC.
- Monitors compliance with standards and regulations.
- Researches, develops and implements quality enhancement initiatives to improve program quality.
- Oversees the subsidy program budget, which provides financial assistance to eligible families.
- Assesses centres' financial operations and provides grants to eligible facilities.
- Oversees the Online Child Care Registry and assists families to find and maintain suitable child care.
- Supports inclusion of children with additional support needs in ELCC.
- Reviews regulations, policies and systems to support continuous program development, through the Child Care Regulatory Review Committee.
- Classifies all Child Care Assistants and Early Childhood Educators who work in licensed child care centres.

- Provides competency-based training to enable child care assistants to obtain an Early Childhood Educator II (ECE II) classification.
- Provides an annual training grant to newly licensed family child care providers, and currently licensed family child care providers, and Child Care Assistants who successfully complete a relevant and accredited course.
- Implements the requirement for the inclusion of an ELCC facility within new schools or those undergoing major renovation under *The Public Schools Act,* in collaboration with the Public Schools Finance Board.
- Administers the Family Choices Building Fund for ELCC centres.
- Administers various training supports and initiatives for Child Care Assistants, Early Childhood Educators and family child care providers.
- Administers the Recruitment Incentive Grant to attract Early Childhood Educators back to the licensed ELCC system.
- Supports and administers board governance initiatives.
- Participates on various committees, including the Provincial Healthy Child Advisory Committee, the Child Care Regulatory Review Committee, the ELCC Fund Management Committee, and Manitoba Advanced Education and Literacy's Child Care Education Program Approval Committee.

Activities/Highlights in 2011/12

- Continued to implement *Family Choices: Manitoba's Five-Year Agenda for Early Learning and Child Care.* Announced on April 28, 2008, the agenda is based on the principles of accessibility and universality, affordability and quality. It includes:
  - 6,500 more funded child care spaces
  - Enhanced nursery school spaces funding
  - $37 million Family Choices Building Fund
  - Child Care Safety Charter
  - Age-appropriate curricula and enhanced program quality
  - Centralized online registry
  - Lowest fees outside Quebec
  - Greater inclusion and diversity
  - More flexible hours
  - Stronger workforce
  - Strategic expansion
  - Stronger parental stewardship
- Continued to meet with the Child Care Regulatory Review Committee to improve the ELCC system in Manitoba.

Affordability

- Provided funding for the Subsidy Program to support an estimated 9,006 children in subsidized child care in every four-week period.

Accessibility and Universality

- Committed funding for an additional 2,100 centre spaces.
- Continued to provide enhanced funding for designated nursery school spaces, which reduces parent fees to $5 per session and provides additional resources for higher program quality.
- Continued nursery school subsidy to support access by more low- and middle-income families including stay-at-home parents.
- Rolled out the new Online Child Care Registry to the entire province, and introduced a new mapping feature to the system.

Quality – Workforce Stabilization and Development

- Continued to provide operating grants to child care centres, and family and group child care home providers.
- Continued the Wage Adjustment Fund to assist facilities in raising the wages of Early Childhood Educators (ECEs) to at least $15.50 per hour and Child Care Assistants-in-Training to at least $12.25 per hour.
- Continued funding for pension plans and retirement supports for child care workers including: funding for the employer contributions to pension plans up to four per cent of employee salary; matching RRSP contributions for family child care providers; and a retirement benefit for child care workers.
- Introduced a two-year reimbursement for half of employee contributions to their centre's pension plan, up to two per cent of employee gross salary.
- Continued funding for the public education and student recruitment campaign for ECEs. This fund is aimed at attracting more students to the field of ELCC.
- Continued to work with Manitoba Advanced Education and Literacy to further support the continued enrolment of students in approved Early Childhood Educator training programs.
- Continued innovative training options using leading-edge technology to video stream courses over the internet to students in two rural communities (Portage la Prairie and Steinbach).
- Continued funding for training supports including tuition grants and staff replacement grants, to support students in full-time day and workplace Early Childhood Educator diploma programs.
- Continued to provide the $350 training grant for newly licensed family child care providers, for existing providers and Child Care Assistants who successfully complete an approved 40-hour course in a recognized Early Childhood Educator training program and for ECE IIs seeking to upgrade their classification to the ECE III level.
- Continued funding for the Recruitment Incentive Grant to encourage trained ECEs to return to the field.
- Continued the Early Childhood Educator: Internationally Educated Qualifications program and Manitoba Early Learning and Child Care's competency-based training programs.

- Established the Family Choices Scholarship Fund as an incentive for high school graduates in areas with the greatest labour shortage.

Quality – Learning Environments

- Continued use of infant and preschool environment rating scales to improve quality by Community Service Delivery and Manitoba Early Learning and Child Care staff.
- Continued the use of a curriculum framework through information workshops and on-site mentoring to help facilities articulate their curriculum.
- Continued to encourage the inclusion of children with additional support needs in licensed settings.
- Continued to support the development of child care centres in schools and on school property as a first choice location for ELCC. Capital fund priority is given to the development of these spaces.
- Provided capital investments for child care centres not located in schools, including construction and renovation costs up to a maximum of $400,000 for each project.
- Continued to provide ongoing support to ensure compliance with Canada's first legislated Child Care Safety Charter, introduced on May 1, 2010, and provided ongoing support to help facilities develop safety plans and codes of conduct.
- Provided financial supports and assisted child care centres in meeting the requirements for controlling visitor access.
- Continued to offer board governance training sessions through the cross-divisional board governance committee.
- Supported three board governance initiatives to develop alternative governance models that are more effective and responsive to communities and families.
- Provided new funding supports for small early learning and child care centres located in rural and northern Manitoba to support their sustainability and help improve wages for early childhood educators.

09-3 D Early Learning and Child Care

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Salaries and Employee Benefits	2,159	34.50	1,997	162	
Other Expenditures	1,207		1,122	85	
Financial Assistance and Grants	125,128		135,098	(9,970)	1
Total Expenditures	128,494		138,217	(9,723)	

1. The variance is primarily due to timing and phasing of various capital projects.

Centres and Homes
Total Facilities and Spaces
2010/11 to 2011/12

	2010/11		2011/12	
Centres	**No. of Centres**	**No. of Spaces**	**No. of Centres**	**No. of Spaces**
Fully Funded	579	23,488	595	24,984
Unfunded Non-Profit	28	1,987	16	1,316
Commercial	31	1,220	29	1,268
Total	**638**	**26,695**	**640**	**27,568**

	2010/11		2011/12	
Homes	**No. of Homes**	**No. of Spaces**	**No. of Homes**	**No. of Spaces**
Fully Funded	348	2,423	327	2,282
Unfunded	97	693	93	764
Total	**445**	**3,116**	**420**	**3,046**

Fully Funded Centres and Homes
as of March 31, 2012

	Centres		Homes		Total	
Region	**No. of Centres**	**No. of Spaces**	**No. of Homes**	**No. of Spaces**	**No. of Facilities**	**No. of Spaces**
Winnipeg	350	17,131	165	1,131	515	18,262
Westman	76	2,225	66	483	142	2,708
Eastman	48	1,797	19	123	67	1,920
Central	48	1,594	12	83	60	1,677
Interlake	26	819	42	304	68	1,123
Parkland	26	712	14	95	40	807
Northern	21	706	9	63	30	769
Total	**595**	**24,984**	**327**	**2,282**	**922**	**27,266**

Commercial Centres
as of March 31, 2012

Region	Total No. of Facilities	Total No. of Spaces
Winnipeg	25	1,197
Other Regions	4	71
Total	**29**	**1,268**

Licensing Orders, Suspensions, Refusals
2011/12

Facilities	Number of Licensing Orders*	Licence Suspensions/Refusals
Non-profit centres	2	0
Commercial centres	1	0
Homes	1	1
Total	**4**	**1**

* *A licensing order is issued under Section 18 of The Community Child Care Standards Act when serious violations of licensing regulations occur and corrective action must be ordered.*

PROGRAM INDICATORS FOR EARLY LEARNING AND CHILD CARE

	2010/11	2011/12
ACCESSIBILITY & UNIVERSALITY		
Total number of program sites:	1,083	1,060
• number of child care centres	638	640
• number of child care homes	445	420
Program capacity (spaces)	29,811	30,614
• spaces for preschool children	19,846	20,253
• spaces for school age children	9,965	10,361
• change in program capacity (spaces)	+ 429	+ 803
• change in program capacity (%)	+ 1.5%	+ 2.7%
Number of children in Manitoba 0 to 12 years[1]	181,500	184,100
• preschool children (0 to 5 years)	82,900	85,800
• school age children (6 to 12 years)	98,500	98,300
Percentage of Manitoba children for whom there was a regulated space	16.4%	16.6%
• preschool children (0 to 5 years)	23.9%	23.6%
• school age children (6 to 12 years)	10.1%	10.5%
AFFORDABILITY		
Total number of newly funded child care spaces in centres[2]	377	1,496
• spaces for preschool children	247	633
• spaces for school age children	130	863
Maximum daily child care fees (centre based)		
• infant	$28.00	$28.00
• preschool	$18.80	$18.80
• school age (before school/lunch/after school)	$ 9.60	$ 9.60
Maximum daily child care fees (home based)		
• infant	$20.40	$20.40
• preschool	$16.40	$16.40
• school age (before school/lunch/after school)	$ 9.60	$ 9.60
Daily non-subsidized fee per child	$ 2.00	$ 2.00
Average number of children receiving subsidized child care per 4-week period	9,282	9,006
Subsidization levels based on family net income: family examples (centre based)		
• one parent, one preschool child		
- full subsidy up to	$15,593	$15,593
- partial subsidy up to	$27,796	$27,796
• two parents, two preschool children		
- full subsidy up to	$21,371	$21,371
- partial subsidy up to	$45,777	$45,777
Annual operating grant per space (for centres)		
• infant space	$9,620	$9,685
• preschool space	$3,562	$3,595
• school age space	$1,340	$1,357
• nursery school space (6 to 10 sessions/week)	$ 450	$ 454
Unit Funding Rate (daily revenue generated through parent fees and operating grants per space)	$ 260	$ 261

[1] Source: Statistics Canada, Labour Force Survey. Does not include persons living on Indian Reserves, full-time members of the Canadian Armed Forces and inmates in institutions. Until December 2010, Labour Force estimates had been based on population data from the 2001 Census. As of January 2011, the estimates have been adjusted to reflect population data from the 2006 Census.

[2] Maximum fees apply to all funded spaces.

	2010/11	2011/12
Parent fees as percentage of annual centre revenue[3]		
- infant space	43%	43%
- preschool space	58%	58%
- school age space	70%	70%
AFFORDABILITY		
Annual operating grant funding levels for homes		
- infant space	$1,676	$1,676
- preschool space	$1,044	$1,061
- school age space	$ 636	$ 644
QUALITY		
Regulated ratios (centre based)		
- infant	1:4	1:4
- preschool	1:8	1:8
- nursery school	1:10	1:10
- school age	1:15	1:15
Proportion of staff required to be ECE IIs or IIIs		
- infant and preschool centres	two-thirds	two-thirds
- school age centre and nursery school	one-half	one-half
Minimum training requirement for CCAs within first year of employment	Approved 40-hour course	Approved 40-hour course
Minimum training requirement for family child care licensees within first year of operation	Approved 40-hour course	Approved 40-hour course
Centre staff by classification		
- Number of ECE IIs (diploma required for classification)	1,561	1,668
- Number of ECE IIIs (post-diploma education required for classification)	949	957
Enhanced Family Child Care Homes (FCC): licensee classified as ECE II or ECE III		
- number of enhanced homes	66	68
- number of enhanced home spaces	495	507
Change in wages for trained ECE IIs[4]	+ 0.3%	+1.5%
Change in income for FCC licensees	+0.0%	+0.1%
Percentage of centres that are non-profit[5]	95%	95%
Percentage of centre spaces that are non-profit	95%	95%
Number of children served under the Inclusion Support Program	1,484	1,529
Percentage of facilities participating in the Inclusion Support Program		
- Centres	59%	59%
- Homes	12%	12%

[3] Centre revenue is made up of income from an operating grant and income from parent fees or fee subsidies on behalf of eligible families.

[4] Based on salary analysis of Early Childhood Educator IIs in funded full-time centres.

[5] Research from the Childcare Resource and Research Unit at the University of Toronto's Centre for Urban and Community Studies, August 2002, suggests that child care services operated not-for-profit are more likely to deliver higher quality care environments.

FAMILY CHOICES:
Manitoba's Five-Year Agenda for Early Learning and Child Care
Progress Report to March 31, 2012

Agenda Commitment	Progress
✓ **6,500 More Child Care Spaces Funded by 2013**	• Funding committed for 5,600 child care spaces for children of all ages in need of care.
✓ **Increased Nursery School Enrolment**	• Enhanced funding allocated to 51 nursery schools (988 spaces) so more children can access an early learning opportunity. • Maximum fee of $5 per session maintained with full subsidies for qualifying families.
✓ **Family Choices Building Fund**	• Funding approved for 115 projects to renovate, expand or create new child care centres, including: o 55 that are complete and operating, creating 1,351 new child care spaces o 55 brand new child care sites (with 24 already complete and operating) o 35 in schools with surplus space or on school property • Grants offered in November 2008 and June 2009 to help facilities buy equipment, enhance centre security and complete renovations to support high quality environments for children.
✓ **Child Care Safety Charter**	• Manitoba becomes the first Canadian jurisdiction with a legislated Child Care Safety Charter, passed in June 2008. • Resources and supports, including province-wide workshops, provided to facilities to help them develop comprehensive safety plans and codes of conduct. • Weather radios provided for programs. • Financial support provided to assist child care centres in meeting the requirements for controlling visitor access.

Agenda Commitment	Progress
✓ **Age Appropriate Curricula and Enhanced Program Quality**	• *Manitoba's ELCC Curriculum Framework* for preschool centres and nursery schools completed in April 2009. Revised as *Early Returns* in 2011. • Regulatory requirement regarding the curriculum statement now in place for preschool centres and nursery schools as of December 31, 2011. • Mentorship and support provided by quality-enhancement team. • Infant and preschool environment rating scales used to enhance program quality. Use of family child care home-rating scale introduced as a self-assessment tool.
✓ **Centralized Online Registry**	• The Online Child Care Registry was launched in the Brandon area in October 2010, and later rolled out across the entire province in 2011. As of March 31, 2012, there were more than 9,400 total online registrants across the province. • Mapping feature added November 2011. • Beginning January 2012, Online Child Care Registry statistics are posted quarterly on the department's website.
✓ **Lowest Fees Outside of Quebec**	• Manitoba continues to regulate maximum fees (only Manitoba, Quebec and Prince Edward Island do so) and has the lowest fees outside Quebec. • Fees across Canada monitored.
✓ **Greater Inclusion**	• Program name changed to Inclusion Support Program and regulations established to support inclusive programming for children. • Resources distributed to help facilities write an inclusion policy.
✓ **Flexible Hours**	• Currently identifying needs for off-hours and seasonal programs; options being explored.

Agenda Commitment	Progress
✓ **Stronger Workforce**	• Six per cent unit increase provided in operating grants – three per cent in July 2008 and three per cent in July 2009. • Wage adjustment fund established to support hourly wages of $15.50 for Early Childhood Educator IIs and $12.25 for Child Care Assistants in training. • Workplace training expanded. • Annual training grant increased to $350 for Child Care Assistants and also extended to Early Childhood Educator IIs. • A new recruitment campaign launched – "It's the small wonders that make this career great". • Family Choices Scholarship Fund started as an incentive for high school graduates to enrol at University College of the North and Université de Saint-Boniface (areas with the greatest labour shortage). • Funding for pension plans and retirement supports for child care workers launched December 2010 and includes: support for the employer contributions to pension plans up to four per cent of employee salary; matching RRSP contributions for family child care providers; and a retirement benefit for child care workers. • Two-year funding to support employee contributions to their pension plans (up to two per cent of gross salary) launched on October 1, 2011.
✓ **Strategic Expansion**	• Ongoing research to identify the need for the strategic expansion of child care spaces for areas of greatest need. • Funding for smaller rural and northern centres was implemented effective January 1, 2012.
✓ **Stronger Parental Stewardship**	• Three community groups funded in 2011/12, two in 2010/11, four in 2009/10 and six in 2008/09 to support initiatives that enhance board governance. • Ongoing board orientations available for new child care board members and ad hoc training sessions for child care centre boards. Three orientations were offered in Winnipeg in 2011/12. • Board members from centres across Manitoba received board governance training: 63 centres in 2011/12, 51 centres in 2010/11, and 51 centres in 2009/10.

Child and Family Services Division

Divisional Goals

- To work with Child and Family Services Authorities (Authorities), child welfare agencies, community-based agencies, regional offices, community access area teams, and others, to keep children safe and protected, and to promote the healthy development, well-being and inclusion of children and families.
- To support the development and maintenance of healthy relationships among parents, children and their extended family networks; to address the needs of children in need of protection, including those in alternative care; and to assist people affected by family violence and family disruption.
- To assist community organizations and communities to increase their capacity to support the healthy development, well-being and inclusion of children and families.
- To provide policy, program, financial and other assistance and support to Authorities, service providers and other organizations.
- To work collaboratively with communities, community organizations, other governments, other funders, and other sectors to improve outcomes and results for children and families.

Divisional Responsibilities

- Provides central program management of strategic initiatives for Child and Family Services Division programs and co-management of strategic initiatives for other divisions within the department.
- Provides program, policy and administrative direction and support for services to children in care, and child protection and adoption services to communities and families in accordance with *The Child and Family Services Act, The Child and Family Services Authorities Act* and *The Adoption Act.* These services are delivered by child and family services agencies and regional offices under the auspices of the four Authorities. As well, the division provides financial assistance to other agencies providing specialized services.
- Develops service purchase agreements, funding models and quality assurance mechanisms; reviews agency business plans as part of Manitoba's agreement with Aboriginal Affairs and Northern Development Canada regarding the funding of First Nations Child and Family Services agencies in Manitoba; and maintains accountability for public funds with respect to divisional programs.
- Licences, provides program and financial support to residential child care facilities and residential child treatment centres.
- Provides funding, program and administrative direction and support to a wide continuum of community-based agencies which offer services to abused women, their children, and men with abusive behaviours.
- Provides funding, program and administrative direction to a continuum of community-based agencies offering services to at-risk children and families.
- Provides policy support to the Family Conciliation program.

Programs and services administered by the division are directed and supported by three branches:

- Strategic Initiatives and Program Support
- Child Protection
- Family Violence Prevention Program

Strategic Initiatives and Program Support

Objectives

- To provide central program, funding and policy management support for the division and the programs delivered within the division as well as for Family Conciliation Services.
- To co-manage implementation of major new initiatives and to ensure collaboration among the operational branches in the division, as well as with other divisions within the department and other key departments.
- To coordinate long-term strategies for the Child and Family Services Division within the department and across government.
- To ensure fiscal and program accountability by assisting branches to manage financial resources and relationships with agencies.
- To provide recommendations on legislative changes to support government initiatives and priorities.
- To enhance the quality of divisional programs by conducting program evaluations and providing advice to the operational branches on how to incorporate best practice approaches into service delivery.

Responsibilities

- Develops an annual strategic plan for the division in consultation with the operational branches.
- Develops implementation plans for new initiatives or major reforms to existing services.
- Provides and participates in inter-sectoral coordination of strategies for children across government.
- Coordinates and manages the financial functions for the division including the annual Estimates of Expenditure, cash flow and variance analysis and maintains accountability for public funds administered through the division.
- Manages the development and implementation of the funding models for child welfare, residential programs and community-based programs.
- Reviews legislation and regulations and makes recommendations on amendments.
- Conducts or coordinates research and program evaluations and advises operational branches and agencies on best practice models.
- Provides consultation on the development of standards for service delivery.
- Provides policy support and advice to the branches of the Child and Family Services Division and to Family Conciliation Services.

- Participates in departmental initiatives, such as integrated service delivery, corporate training, and human resource renewal.
- Provides ongoing support, including classroom-based and itinerant training to agencies to help them fulfill their obligation to use the Child and Family Services Applications (Child and Family Service Information System and Intake Module).
- Supports and directs the development of enhancements to the Child and Family Services Applications to increase the safety of children, improve information management and streamline administrative recording requirements.
- Coordinates Child and Family Services Divisional responses to external reviews and audits.
- Coordinates divisional responses to access to information and privacy issues under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*.

Activities/Highlights in 2011/12

- Continued to co-manage provincial participation in the restructuring of child welfare services resulting from the implementation of the Aboriginal Justice Inquiry-Child Welfare Initiative (AJI-CWI) in cooperation with the four Child and Family Services Authorities (Authorities):
  - First Nations of Northern Manitoba Child and Family Services Authority;
  - First Nations of Southern Manitoba Child and Family Services Authority;
  - Métis Child and Family Services Authority; and
  - The General Child and Family Services Authority
- Continued to work with the four Authorities directly and through the Office of the Child and Family Services Standing Committee.
- The Strategic Initiatives and Program Support Branch, in collaboration with the Child Protection Branch, continued to work with Aboriginal Affairs and Northern Development Canada (AANDC) and First Nations Authorities on the implementation of an on-reserve prevention framework which will complement Differential Response/Family Enhancement, and to assist agencies in their completion of five-year business plans as part of Manitoba's agreement with AANDC regarding the funding of First Nations Child and Family Services agencies in Manitoba.

  Continued to participate in the implementation of the Changes for Children: Strengthening the Commitment to Child Welfare Action Plan. This plan was launched in response to the recommendations contained in the external reviews commissioned to address concerns about the child welfare system. The Manitoba government accepted the recommendations of the child welfare reviews and announced an initial investment of $42 million over three years in the following priority areas – workload relief, training and prevention. The Action Plan work includes responding to these recommendations as well as those from related reports of the Office of the Auditor General and the Office of the Children's Advocate, for a total of 295 recommendations.
- Continued to support the implementation of the financial initiatives to address the recommendations of the external reviews completed in 2006.

- Assisted child and family services agencies to obtain the equipment, training and support necessary to use the Child and Family Services Information System and Intake Module (CFSIS/IM).Oversaw system performance; addressed technology issues; monitored compliance by users; and in cooperation with the Authorities, implemented enhancements to the current system as resources allowed.
- Completed a number of projects related to the Child and Family Services Applications in 2011/12 which included embedding risk assessments within the case management system; preparing requirements specifications for the foster care registry; and a proof of concept assessment of a direct view of worker compliance with case management standards in support of accountability.
- Coordinated and supported the division's and, as appropriate, the department's responses to recommendations made by the Office of the Auditor General, the Office of the Ombudsman, and the Office of the Children's Advocate.
- Provided support to the division-wide strategic planning effort, with emphasis on enhancing the means to coordinate and collaborate in the management of initiatives, the development of policy, analysis of CFSIS/IM data and recommendations from reviews, and in the timely response to issues.
- Continued to work in collaboration with the Authorities, agencies and the federal government to implement a harmonized funding model to provide equitable funding for all agencies regardless of funding source. The new funding model introduces funding for early intervention and prevention services to children and families in Manitoba.
- Participated in the ongoing implementation of Manitoba's commitments related to healthy child development, with a particular emphasis on the Early Childhood Development strategy led by Healthy Child Manitoba and Manitoba Early Learning and Child Care, and by encouraging and supporting the ongoing development of the Manitoba Children's Agenda in partnership with the federal government.
- Participated in government initiatives such as the ALL Aboard Poverty Reduction and Social Inclusion Strategy, Housing initiatives, the Cross-Departmental Coordination Initiatives (CDCI), the Plain Language Project, and the Publications Inventory project.
- Coordinated the financial management and accountability functions for the division including the annual Estimates of Expenditures, cash flow and variance analysis, processing of accounts, funding, and service purchase agreements. Processed requests for access to information and to privacy issues under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*.
- Provided support to programs and agencies in meeting their financial management and accountability obligations.
- Worked with the Agency Accountability and Support Unit and the Administration and Finance Division regarding financial and program accountability requirements and processes.
- Coordinated policy development consistent with government priorities, departmental and divisional objectives and available resources.

- Worked with the Child Protection Branch and the Authorities on matters such as Differential Response/Family Enhancement, evaluation, quality assurance, governance, information technology, accountability and financial management.
- Assisted branches in the Child and Family Services Division with legislative and regulatory matters.

Family Conciliation Services

Family Conciliation Services (FCS) operates as part of the Community Service Delivery Division (CSD). It also acts as the social services arm of the Court of Queen's Bench, Family Division, and Provincial Court, Manitoba Justice. The Strategic Initiatives and Program Support Branch (SIPS) of the Child and Family Services (CFS) Division is responsible for FCS' policy development and related program enhancements.

FCS offers a continuum of dispute resolution services province-wide to families disrupted by separation or divorce where the ongoing parenting of children is of primary concern. These services are meant to provide families with an alternative to litigation or a costly trial in resolving their child custody and access issues.

Other services include the provision of informational/support programs for parents, children and extended family members, such as grandparents. FCS oversees the development and monitoring of program policies and service standards, training, leadership and collaboration in the development of regional service, and consultation and networking with stakeholders and the public. It also undertakes relevant research, with support from SIPS, to enhance policy and program development.

Services are provided to Winnipeg, Eastman, Interlake and Central community areas through the regional office in Winnipeg and to Westman, Parkland, and Northern regions through Rural and Northern Services, CSD. The following are components of FCS' service delivery:

- **Information/Referral** is done via a professional intake process in the Winnipeg Region. CSD program managers do intake in the Westman, Parkland and Northern Regions. A full-time family relations counsellor in Winnipeg assists individuals and families to address immediate issues and explore possible solutions. Information is offered on government-based and community services. Appropriate referrals are made as part of the Intake process, and appropriate service referrals are identified. Pre-screening for mediation is also done during the intake process, when required.
- **Conciliation Counselling** is short-term, separation-related counselling focused on parents' and children's adjustment to family reorganization. Conciliation counselling is useful in circumstances needing a quick response, during Intake or as part of the Grandparent Advisor service.
- **Mediation** is a structured, short-term intervention which is voluntary and confidential. This service assists disrupted families to develop a parenting plan; maintain a continuing relationship among children, parents, and extended family; and protect children from parental conflict. Parents may also choose to mediate financial issues, such as child support, spousal support and division of marital property as part of Comprehensive Co-mediation. Comprehensive Co-mediation is

offered in the Winnipeg Region, and on a pilot basis in the Eastman Region. A lawyer, mediator and a family relations counsellor work with the separated parents during comprehensive co-mediation.

- **Court-Ordered Assessments** are done by FCS at the request of the court to provide comprehensive family evaluations, professional opinions and recommendations that reflect the best interests of children involved in custody, access and guardianship disputes. The assessment information can be used in a number of ways: to divert litigants from trial; to resolve custody and/or access disputes through settlement and lawyer negotiations; or to help a judge make decisions at trial. It serves parents, children, lawyers, and the court by recommending courses of action and available resources that may reduce parental and/or family conflict, which is harmful to children.
- **Brief Consultation** is a short consultative service for families and children that focuses on the input of children ages 11 to 17 in custody and/or access matters that affect them. A consultation may also address issues related to time sharing, child developmental needs, mobility, parental communication and other aspects of parenting plans for children of all ages.
- ***For the Sake of the Children*** is a parent information program meant to assist parents to focus on their children's needs following separation and divorce. This program is an essential first step to participation in mediation. It is also mandatory for all parties contesting custody and/or access to children through the court, including grandparents, other family members and significant others.
- ***Caught in the Middle*** is a children's therapeutic group for children ages 8 to 12. The group addresses post-separation issues, such as trauma, loss and family reorganization in a peer setting. This 10-week session is designed for children living in families who are experiencing severe parental conflict.
- ***Just for Teens*** is an information group for children ages 12 to 17 whose parents have separated. This group program helps them adjust to their parents' separation and/or divorce. Program content includes family transition, feelings of grief and loss, the legal process and answers to other questions that teens may have about parental separation. Peer support is an important aspect of this service.
- **Teen Workshop** is a community-based session offered in the Westman Region for teens struggling with issues related to parental separation.
- **Grand Relations** offers a range of services for improving access between children and extended family or significant others. These services were developed in response to an amendment to *The Child and Family Services Act*, and include the mandatory *For the Sake of the Children* parent information program; *First Choice* (an Early Neutral Evaluation service for families requiring a court-ordered assessment); and the Grandparent Advisor. As part of the overall Grand Relations strategy, best practices/models of alternative dispute resolution services for Aboriginal families experiencing parental separation have been researched for future consideration.
    - **Grandparent Advisor Service** was established in December 2006. A full-time family relations counsellor provides direct service to grandparents who are seeking access to their grandchildren, as well as to facilitate a monthly support group to assist them throughout this process.

- **The First Choice Service** is a confidential hybrid service of assessment, mediation and counselling to help parents or extended family members resolve their custody and access issues without going to trial. The service uses gender-balanced teams and may include the parties' lawyers. The service usually involves two stages: assessment and mediation and limited follow-up when necessary. The parties are provided with a preview of what a court-ordered assessment would likely focus on if the case proceeded to trial. The team makes recommendations regarding custody and access arrangements based on the best interests of the children. The service provides an opportunity to settle custody and access disputes without going to trial. *First Choice* began as a three-year pilot project and gained permanent program status in 2011/12.

Activities/Highlights in 2011/12

In 2011/12, Family Conciliation Services offered the following assistance to families that were disrupted by separation and divorce:

- Information and Referral (Intake) - 3,340 clients
- Parent Information Program - 5,734 clients
- Conciliation Counselling – 4 clients
- Mediation - 350 families
- Court-Ordered Assessments - 171
- Brief Consultation – 107 families
- Children's Therapeutic Groups - 27 children
- Grand Relations Services - 215 contacts (one-hour on average), 23 formal cases and an average of 11 regular attendees at the monthly Grandparent Support Group.
- First Choice – 80 families

In addition to these accomplishments,

- Delivered public information and education presentations to inform the public of the needs of divorcing families and the services provided by Family Conciliation Services.
- Delivered education presentations to describe the service to lawyers and the courts, to encourage more appropriate referrals and utilization of the service.
- Reviewed and identified effective educational programming for divorcing and/or separating parents and their children, as well as for their extended family members (i.e. grandparents).
- Reviewed and revised of program and operational guidelines (the protocol related to the sharing of information between FCS and the Child and Family Services agencies was updated and the FCS Standards Manual is now undergoing the same process).
- The First Choice Pilot Project became a fully integrated, permanent program within Family Conciliation Services.
- Collaborated with the Community Legal Education Association to develop a bilingual electronic guide for grandparents and other extended family members seeking access to grandchildren, nieces, nephews, etc.

- Revised materials for information sessions for extended family members, such as grandparents who wish access to their grandchildren or to learn how to best assist their families during and after parental separation.
- Expanded the *For the Sake of the Children* parent information program to include service in the Eastman Region (Steinbach), as well as in the Central Region (Morden), so that clients did not have to travel outside their region to participate in the program.
- Continued to offer the First Choice service in the Westman Region.
- Continued to offer the comprehensive co-mediation service in the Eastman Region on a pilot project basis.
- Developed an online registration tool for the *For the Sake of the Children* program, which, when implemented, will improve access for hard-to-reach clients.
- Adopted a new assessment tool developed in-house (a game called *My Two Homes* to facilitate work with young children).
- Continued to participate in an ongoing departmental initiative - the Plain Language Project and the Public Documents Inventory.
- Updated to electronic and resource material, such as publication of a new *First Choice* brochure and posting *The Guide for Grandparents and Other Extended Family Members Applying for Access* on the departmental website.
- Consulted with the Family Law Branch of Manitoba Justice to improve inter-departmental collaboration and communication in relation to dispute resolution services.
- Provided highly specialized training to new Family Conciliation mediators and their CSD supervisors in Rural and Northern Regions to meet requirements for court designation (training included opportunities to enhance and/or share the skills of more seasoned mediators).

09-4 A Strategic Initiatives and Program Support

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	2,311	36.00	1,743	568	1
Other Expenditures	1,936		1,041	895	2
Aboriginal Justice Inquiry-Child Welfare Initiative (AJI-CWI)	113		484	(371)	3
Total Expenditures	4,360		3,268	1,092	

1. The variance is primarily due to improving analytical capacity and accountability, child protection standards and costs related to the Phoenix Sinclair Inquiry.
2. The variance is primarily due to increased Information Technology operating expenditures and costs associated with the Phoenix Sinclair Inquiry.
3. The variance is primarily due to the reimbursement of transition expenditure for a new agency mandated by a Child and Family Services Authority was not required.

Family Conciliation Services Mediation Referral Sources

	Winnipeg			Westman Region			Parkland Region			Northern Region (Thompson)			Northern Region (Norman)		
Referral Source	2009/10	2010/11	2011/12	2009/10	2010/11	2011/12	2009/10	2010/11	2011/12	2009/10	2010/11	2011/12	2009/10	2010/11	2011/12
Court	18%	16%	19%	9%	1%	5%	-%	-%	-%	14%	9%	17%	-%	-%	-%
Lawyer	1%	2%	5%	10%	10%	9%	-%	-%	-%	29%	21%	33%	6%	-%	-%
Self	79%	80%	75%	78%	88%	84%	100%	83%	100%	57%	70%	50%	94%	100%	-%
Other	2%	2%	1%	3%	1%	2%	-%	17%	-%	-%	-%	-%	-%	-%	-%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**-%**

Family Conciliation Service Profile[†]

	2009/10						2010/11						2011/12					
Type of Service	Winnipeg**	Westman	Parkland	Thompson	Norman	Total	Winnipeg**	Westman	Parkland	Thompson	Norman	Total	Winnipeg**	Westman	Parkland	Thompson	Norman*	Total
Information and Referral***	1,464	458	-	141	29	2,092	1,455	521	58	223	11	2,268	2,581	502	42	215	-	3,340
Conciliation Counselling	4	1	-	-	-	5	1	4	-	-	-	5	4	-	-	-	-	4
Mediation	377	77	2	14	17	487	278	72	6	17	7	380[1]	282	45	5	18		350[2]
Court-Ordered Assessment (COARS)	132	39	1	3	8	183	129	45	3	4	5	186	125	26	11	9	-	171
Brief Consultation Service	126	-	-	1	-	127	80	1	-	-	-	81	107	-	-	-	-	107
Children's Group	11	-	-	-	15	26	26	-	-	-	-	26	27	-	-	-	-	27
Grand Relations - Service	83	-	-	-	-	83	37	-	-	-	-	37	23	-	-	-	-	23
Grand Relations - Information	123	-	-	-	-	123	195	-	-	-	-	195	215	-	-	-	-	215
First Choice***	136	-	-	-	-	136	82	1	-	-	-	83	70	10	-	-	-	80
Parent Education Program	5,310	511	188	103	90	6,202	5,696	604	207	89	56	6,652	5,134	425	155	20	-	5,734
TOTAL	7,766	1,086	191	262	159	9,464	7,979	1,248	274	333	79	9,913	8,568	1,008	213	262	-	10,051

* *The Norman Region experienced a staff vacancy until November 2011. During the period of this vacancy, casework was covered off by staff working in the Thompson Region. Any casework undertaken since the hiring of a new worker in the Norman Region remained active/open at year end.*

** *Services in the Eastman, Interlake, and part of the Central Region are provided by the Winnipeg Region. The Westman Region provides the balance of services to the Central Region.*

*** *The number of cases for the First Choice Service is dependent on court referrals. Initial and subsequent Intake calls are tracked individually as a unit of service this year for the first time.*

[1] 91 of the total number of mediations were comprehensive co-mediations.

[2] 104 of the total number of mediations were comprehensive co-mediations.

[†] *The service profile captures only closed cases. Annual caseloads per region are reflected in the chart following.*

Family Conciliation Caseload Summary by Region

REGION	SERVICES	Cases Carried over from 2010/11	New Cases in 2011/12	Total Active Caseload 2011/12	Cases Closed in 2011/12	Carried over Cases into 2012/13
WINNIPEG	Conciliation Counselling	1	4	5	4	1
	Mediation	88	172	260	178	82
	Court-Ordered Assessment (COARS)	90	124	214	125	89
	Co-Mediation	57	112	169	104	65
	Brief Consultation	31	109	140	107	33
	Grand Relations	3	22	25	23	2
	First Choice	23	93	116	70	46
Total		**293**	**636**	**929**	**611**	**318**
BRANDON	Conciliation Counselling	0	0	0	0	0
	Mediation	18	49	67	45	22
	Court-Ordered Assessment (COARS)	9	47	56	26	30
	Brief Consultation	0	0	0	0	0
	First Choice	4	7	11	10	1
Total		**31**	**103**	**134**	**81**	**53**
THOMPSON	Conciliation Counselling	0	0	0	0	0
	Mediation	5	24	29	18	11
	Court-Ordered Assessment (COARS)	9	3	12	9	3
Total		**14**	**27**	**41**	**27**	**14**
DAUPHIN	Conciliation Counselling	0	0	0	0	0
	Mediation	1	5	6	5	1
	Court-Ordered Assessment (COARS)	10	9	19	11	8
Total		**11**	**14**	**25**	**16**	**9**
FLIN FLON	Conciliation Counselling	0	0	0	0	0
	Mediation	0	6	6	0	6
	Court-Ordered Assessment (COARS)	0	3	3	0	3
Total		**0**	**9**	**9**	**0**	**9**
GRAND TOTAL		**349**	**789**	**1138**	**735**	**403**

Note: Retrospective information is not available as this type of caseload tracking began in 2011/12.

Child Protection

The Child Protection Branch's programs include Quality Assurance, Centralized Services, Investigations/Risk Assessment, Intersectoral Activities and Community Supports, Adoption and Post-Adoption Services, Provincial Licensing and Core Competency-Based Training.

Objectives

- To ensure that the community and families provide for the safety and well-being of their children under *The Child and Family Services Act, The Child and Family Services Authorities Act* and *The Adoption Act*.
- To manage, direct and support Branch programs to ensure effective service delivery within available financial and human resources.
- In collaboration with the Strategic Initiatives and Support Branch, to plan and develop a comprehensive continuum of child and family services throughout the Province designed to support, supplement, and where necessary, substitute for parental care. This responsibility includes administrative, program and funding support for the four Child and Family Services Authorities to provide high-quality services in accordance with provincial statutory requirements, policy direction and budgetary allocations.
- To contribute to the promotion of the healthy social development of children, families and communities, and in particular, those at risk, through the development and management of a continuum of early intervention and prevention services.
- To provide funding and support to ancillary and related service organizations that provide a range of preventative and supportive services to children and families, including minor and single parents.

Responsibilities

- In accordance with *The Child and Family Services Act, The Child and Family Services Authorities Act* and *The Adoption Act,* the Child Protection Branch oversees a comprehensive continuum of child and family services throughout the Province. This includes providing policy direction and support to the four Child and Family Services Authorities that administer and provide for the delivery of child welfare services through the agencies they mandate.
- Administers and enforces the statutory provisions of child and family services legislation, and ensures the development and establishment of standards of service, practices and procedures to be followed with respect to services provided to children and families.
- Directs, coordinates and evaluates the development of program and service delivery options consistent with government and department objectives and with changing needs.
- Along with the Chief Executive Officer of each Authority, the Director of the Child Protection Branch participates as a member of Standing Committee, which serves as an advisory body to the Authorities and to government, and is responsible for facilitating cooperation and coordination in the provision of services under *The Child and Family Services Authorities Act*.

- Participates with Authorities and stakeholders in the development of strategic plans for the child and family services system.
- Provides funding, program, and administrative support to the Authorities, community-based agencies, residential child care facilities and other community resources that provide early intervention and prevention programs and services to at-risk children, families, and communities. This includes consultation and support to the Manitoba Foster Family Network, Child Care Treatment Centres, Manitoba Association of Residential Treatment Resources and VOICES (Manitoba's Youth in Care Network).
- Establishes and maintains relationships with community-based agencies and the Community Service Delivery Division to manage and develop a continuum of early intervention and prevention services for at-risk children, families and communities within the context of an integrated service delivery system.
- Participates on the Federal/Provincial/Territorial Directors of Child Welfare Committee, which aims to promote the safety and welfare of Canadian children and families through the facilitation of inter-jurisdictional cooperation and information sharing on child protection and child welfare programs, services, policies, legislation and evidence-based practices.
- Identifies policy development issues; reviews and recommends changes to legislation and regulations; and implements approved policies, legislation and regulations.
- Establishes provincial standards for service delivery in collaboration with the Authorities and monitors Authority compliance to provincial child and family services standards.
- Establishes standards and licensing requirements for residential child care facilities, issues licences and monitors and audits licensed facilities.
- Licenses and monitors private licensed adoption agencies.
- Promotes high-quality services delivered by child and family services agencies through consultation, training, research and evaluation.
- Delivers core Child and Family Services Application training. Provides a range of competency-based training modules and specialized training for child welfare professionals including caseworkers, supervisors/managers, child and youth care workers, and foster parents. With the four Authorities, plans for the ongoing development and delivery of specialized training.
- Administers centralized provincial services which include the Adoption, Post-Adoption, Paternity and Child Abuse Registries, the Child and Family Services Information System (CFSIS) and Intake Module System, criminal risk assessments, provincial investigations, provincial residential placements, and intake.
- Administers and provides funding to support the Financial Assistance for Adoption of Permanent Wards subsidy program.

Activities/Highlights in 2011/12

- Made significant progress in partnership with the Office of the Child and Family Services Standing Committee, to implement the Changes for Children initiative responses to the 295 recommendations from the 2006 external reviews and to stabilize the child and family services system. This work included significant activity to relieve workload pressures through the implementation of a new funding model for mandated Child and Family Services Agencies; improvements to the CFSIS computer system to enhance its ease of use and child safety features; and implementation of the province's Family Enhancement stream of prevention services. Since a standard for hotel placement was implemented in November 2007, the Child and Family Services Authorities and their agencies have given priority to the development of emergency placement resources. Work continues in this area.

- Continued to develop and maintain the online standards manual for child and family services. In 2011/12, a new manual section was added on Children with Fetal Alcohol Spectrum Disorder. Priorities carried over to 2012/13 include developing standards on Transition Planning and Family Enhancement Services, as well as revising existing standards on Intercountry Adoption Services and Places of Safety.
- The Child Protection Branch continues to consult and communicate with the four Authorities on policy and program issues and monitors program issues. The Child Protection Branch also assists the Authorities to further develop their agency relations functions including training, consultation, and support.
- Proclaimed in April 2009, amendments to *The Child and Family Services Act* required all Manitobans to report child pornography to a reporting entity, named in regulations as Cybertip.ca. In the first year (2009/10), there was a 126 per cent increase in reporting from Manitobans and 17 reports were forwarded to child and family services about either a potential child victim or suspect in Manitoba. In year two (2010/11), the number of reports from Manitobans increased by 10 per cent from the previous year and the reports sent to child and family services increased marginally (about 4 per cent). In year three (2011/12), the number of reports declined by about 17 per cent from year two but the overall number of reports are still substantially higher than before the legislation was proclaimed.
- The fourth annual Child Abuse Coordinator Conference hosted by the Child Protection Branch, the Child and Family Services Authorities and the Joint Training Team was held in February 2012. The pre-conference provided up-to-date information on legislation, regulations, processes and responsibilities that guide the work of Child Abuse Committees. The returning guests from last year, Dr. Lawrence Ellerby and Dr. Rothman, presented information using specific case studies and spoke about offender assessments, risk management and the protection of children. There were approximately 100 participants.

In addition to these activities, the Branch developed or continued with the following partnerships:

- Continued to represent Manitoba on the Federal/Provincial/Territorial Directors of Child Welfare Committee and served as a co-lead for Aboriginal issues at the table. In December 2010, Manitoba assumed the role as Provincial/Territorial chair of the committee and transitioned this role to Alberta in early spring 2012.
- The National Outcomes Matrix (NOM) was established by the Federal/Provincial/Territorial Directors of Child Welfare (DCW). NOM is a multi-year project to develop, test and validate standardized indicators of child welfare outcomes. It also assesses the capacity of provinces to collect and produce data that is comparable across all

provinces. The project is in the final stage of refining data collection and reporting as a step toward evidence-based outcome measures for child welfare in Canada.

- Continued to implement Manitoba's Sexual Exploitation Strategy; Tracia's Trust. Just over 10 million provincial dollars per year is invested in programs and services for children, youth and adults under this strategy.
- Twelve regional teams operated in areas around the province, addressing the issue of sexual exploitation. Regional teams are made up of various stakeholders including law enforcement, child welfare, health, education, and Aboriginal partners. This was accomplished by seconding a regional team coordinator to implement regional initiatives to address exploitation.
- Proclaimed the fourth annual Stop Child Sexual Exploitation Awareness Week during the second week of March 2012. In Winnipeg, a one-day awareness and prevention forum was held "All Children Matter: Protecting Sacred Lives" which was well attended by over 300 stakeholders featuring local, national and international speakers. Representatives from the regional teams also attended a one-day regional team networking meeting the day after the forum with representation from across the province.
- Continued work on the StreetReach initiative in Winnipeg, and in Thompson, through a partnership with Winnipeg Police Service, RCMP, Child Protection Branch, CFS Authorities and their agencies, and other organizations that provide a rapid response to the highest risk children in these two communities. StreetReach has served more than 500 youth since it became operational in July 2009, which has resulted in the stabilization of many vulnerable children identified as high-risk victims.
- Continued to help trafficked or exploited teens escape the streets with the development and operation of 18 new safe, transition beds with three community agencies; Ma Mawi Wi Chi Itata Inc., Ka Ni Kanichihk Inc., and New Directions for Children, Youth, Adults and Families – Transition Home. This addition will bring the provincial total to 78 beds under Tracia's Trust for at-risk, homeless or sexually exploited children and youth.
- Continued work to develop two children's advocacy centre models in Manitoba – one in Winnipeg and one in the Parkland Region. The Children's Advocacy Centre (CAC) model is a child-focused, community-based program in which representatives from many disciplines including law enforcement, child protection, prosecution, mental health, medical services and victim advocacy work together to better serve the needs of children who may have been abused. Worked with partners, the federal government and community stakeholders with the goal of opening Winnipeg's first Advocacy Centre in the Fall of 2012.
- Continued to develop Manitoba Youth Transitional Employment Assistance and Mentorship (MYTEAM), a $2.4 million, four-year pilot project to implement more comprehensive supports for youth aging out of the temporary care of the child welfare system in their transition to independent living. Supported community organizations in Winnipeg and Thompson to begin providing programming to MYTEAM participants.
- Continued partnerships with the Manitoba Association of Residential Treatment Centres to develop and deliver competency-based training to child and youth care staff and foster parents.

- Partnered with the Manitoba Foster Family Network and the four Child and Family Services Authorities to develop and deliver competency-based and specialized training to foster parents.
- Continued participation on the Provincial Advisory Committee on Child Abuse (PACCA), which is an independent body that consists of representatives from various government departments and community agencies and is dedicated to promoting the best service delivery to children in Manitoba who may be victims of abuse.
- Continued to participate with the Office of the Child and Family Services Standing Committee and Healthy Child Manitoba to develop and fund FASD initiatives including prevention, diagnostics and intervention to prevent and support those living with the effects of FASD, under the Changes for Children initiative.
- Continued working with the Joint Training Team, a decentralized training team with representatives from each Child and Family Services Authority and the Child Protection Branch to develop, coordinate, implement and evaluate training activities for child and family services staff and foster parents.
- Continued to work with the Strategic Initiatives and Program Support Branch and the four Child and Family Services Authorities to implement Differential Response/ Family Enhancement services as a separate stream of service within the new funding model.
- Provided funding to 34 community agencies, which deliver programs for children and families.
- In collaboration with the Strategic Initiatives and Program Support Branch:
  - coordinated the review, negotiation, revision and implementation of service purchase agreements with funded agencies; and
  - managed funding, community, and agency relations issues and requests regarding funded-agency programs and projects.
- Participated on a number of inter-departmental and inter-governmental committees.

Ongoing supports provided by the Branch included:

- The delivery of a series of core competency-based training and specialized training modules to case workers, supervisors/managers, child and youth care workers, and foster parents throughout the system. The Branch also continued to provide CFSIS and Intake Module training for the Authorities and their agencies.
- Continued to license and review residential placement resources for children, including group homes, emergency shelters, and child care treatment centres. The process to review and process applications for residential child care facilities includes an orientation and continues to include the four Child and Family Services Authorities and relevant stakeholders. In addition, the Branch processed and prioritized referrals to the residential care system and supported the Youth Emergency Crisis Stabilization System.

09-4 B Child Protection

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate* 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	4,634	67.50	4,087	547	
Other Expenditures	2,753		2,139	614	1
Authorities and Maintenance of Children	394,618		360,224	34,394	2
The Family Support Innovations Fund	789		933	(144)	3
Total Expenditures	402,794		367,383	35,411	

* *The 2011/12 Estimate reflects amounts as displayed in the printed Main Estimates, as well as an allocation from an Enabling Appropriation.*

1. The variance is primarily due to increased general operating expenditures, such as IT operating, communications and professional services.
2. The variance is primarily attributed to an increase in the number of children in care and increased costs for Child Maintenance, as well as increased funding to the Child and Family Services Authorities/Agencies for their funding model.
3. The variance is primarily attributable to a decrease in costs relating to funded projects.

Centralized Provincial Services	2010/11	2011/12
Licensed Facilities	139	144
Licensed Beds	749	760
Funded Beds	255	255
Training		
Joint Training Team – Provincial Competency-Based Training[1]	1,492	1,704
Joint Training Team – Specialized Training	5,174	5,270
Child and Family Services Application (CFSA)	300	359
Registries		
Adoption		
Division 1 – Adoption of Permanent Wards[2]	39	42
Division 2 – Private Adoptions[3]	10	16
Division 3 – Intercountry Adoptions[4]	38	37
Division 4 – De Facto Adoptions[5]	9	1
Division 5 – Extended Family Adoptions[6]	3	5
Post-Adoption		
Post-Adoption Registrations	378	206
Post-Adoption Reunions[7]	214	79
Child Abuse		
Child Abuse Registrations (CAR)	233	280
Employers/Others Using Registry[8]	972	997
Child Abuse Registry Checks	65,295	70,039
Others		
Child Abuse Investigations[9]	3,051	2,956
Criminal Risk Assessments (CRA)[10]	14,169	12,820
Repatriations	4	5
Interprovincial Alerts	512	580
Intake & Inquiry Concerns and Interprovincial Queries	1,654	1,511

[1] The number of training sessions has increased. The Supervisor Core increased from four modules to six modules. Mental Health First Aid was added to the competency-based training curriculum.

[2] Child placed by director or agency with permanent guardianship.

[3] Child placed by biological parent.

[4] Child from another country adopted by an approved applicant in Manitoba.

[5] Child adopted by person who has cared for him/her without financial assistance for at least two years.

[6] Child adopted by family member who has cared for him/her for at least six months.

[7] The number of completed reunions has decreased due to time required for processing applications.

[8] Technical efficiencies provide improved data and information regarding the number of organizations with access to the registry. The number of organizations using the registry services has increased again in 2011/12 as many organizations are now required by legislation to have CAR checks completed. Additionally, changes in insurance policy requirements have resulted in more organizations now requiring CAR checks.

[9] Includes investigations completed by provincial investigator. Increases in cases will vary dependent on factors, such as general reporting, types of cases reported, child pornography reports, newly implemented sexual exploitation investigations. An increase in reports and investigations is not an indication of increased child abuse.

[10] Agencies use Criminal Risk Assessments as one of many tools to assess risk; therefore, some agencies will utilize the tool more or less frequently. Numbers will vary according to, and may be dependent on, the agencies understanding and knowledge of the tool.

Provincial Caseload by Category

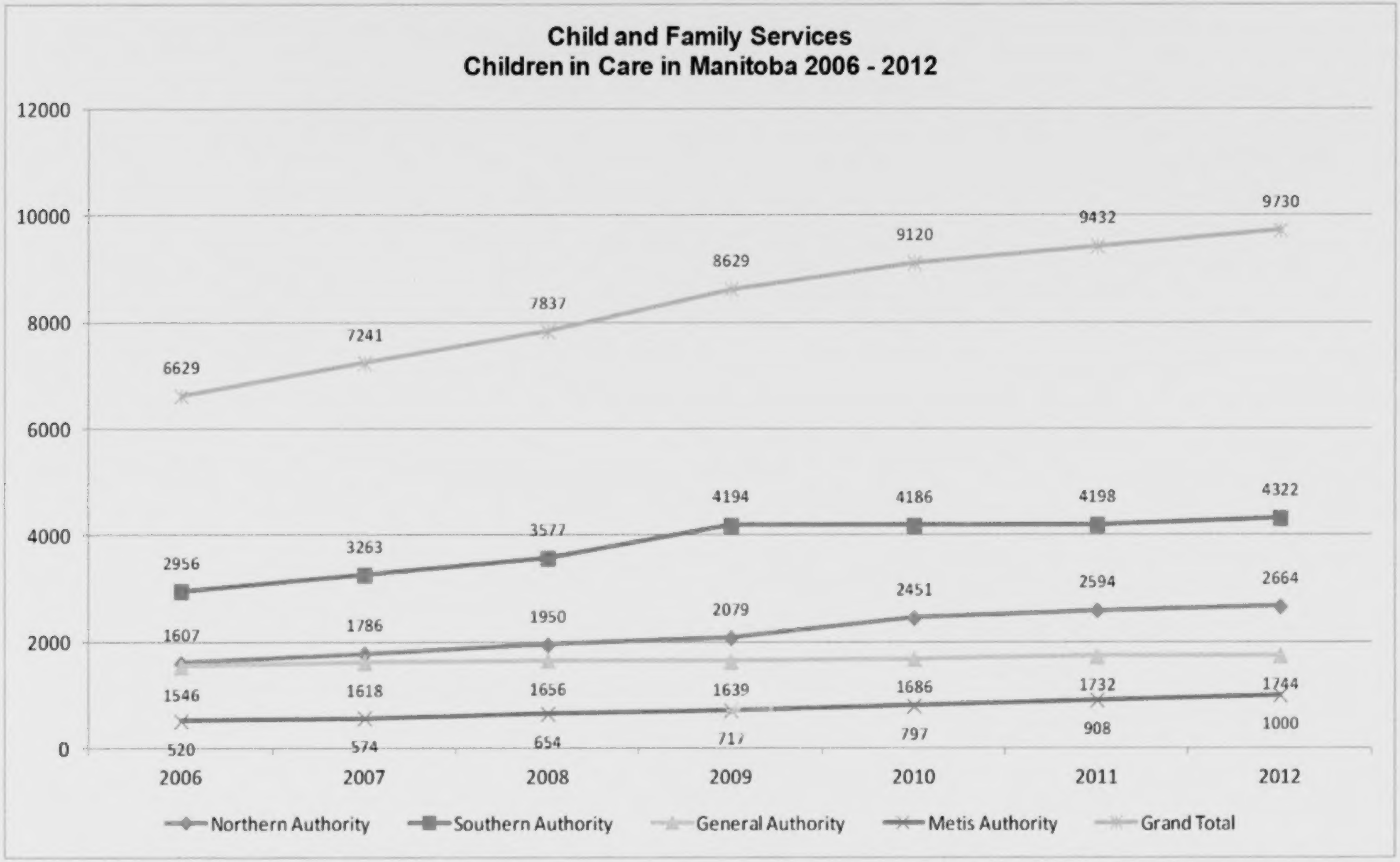
as at March 31, 2012 (numbers include both federal and provincial responsibility)

Service Providers	Number of Children in Care	Number of Families Receiving Services	Number of Unmarried Adolescent Parents	TOTAL
FIRST NATION NORTH AUTHORITY				
Awasis Agency of Northern Manitoba	637	696	71	1,404
Cree Nation Child and Family Caring Agency	577	364	19	960
Island Lake First Nations Family Services	447	379	55	881
Kinosao Sipi Minisowin Agency	369	281	24	674
Nikan Awasiak Agency[1]	131	237	9	377
Nisichawayasihk Cree Nation Family and Community Services	392	248	16	656
Opaskwayak Cree Nation Child and Family Services, Inc.	111	344	11	466
Sub-Total	**2,664**	**2,549**	**205**	**5,418**
FIRST NATION SOUTH AUTHORITY				
Animikii Ozoson Child and Family Services, Inc.	333	187	2	522
Anishinaabe Child and Family Services	529	157	4	690
Child and Family Services All Nations Coordinated Response Network	28	161	0	189
Dakota Ojibway Child and Family Services	695	291	32	1,018
Intertribal Child and Family Services	176	338	15	529
Peguis Child and Family Services	207	199	4	410
Sagkeeng Child and Family Services	354	128	0	482
Sandy Bay Child and Family Services	248	148	12	408
Southeast Child and Family Services	1,108	578	3	1,689
West Region Child and Family Services	644	592	6	1,242
Sub-Total	**4,322**	**2,779**	**78**	**7,179**
GENERAL AUTHORITY				
Child and Family Services of Central Manitoba	131	191	1	323
Child and Family Services of Western Manitoba	167	480	7	654
Churchill Child and Family Services	11	4	0	15
Eastman Region	195	299	2	496
Interlake Region	80	149	0	229
Jewish Child and Family Service[2]	27	213	1	241
Northern Region	74	97	1	172
Parkland Region	9	60	1	70
Winnipeg Child and Family Services	1,050	1,902	24	2,976
Sub-Total	**1,744**	**3,395**	**37**	**5,176**
MÉTIS AUTHORITY				
Métis Child, Family and Community Services	826	701	6	1,533
Michif Child and Family Services[3]	174	200	2	376
Sub-Total	**1,000**	**901**	**8**	**1,909**
TOTAL	**9,730**	**9,624**	**328**	**19,682**

[1] Nikan Awasiak Agency – located in Cross Lake, Manitoba received its mandate on October 1, 2011.

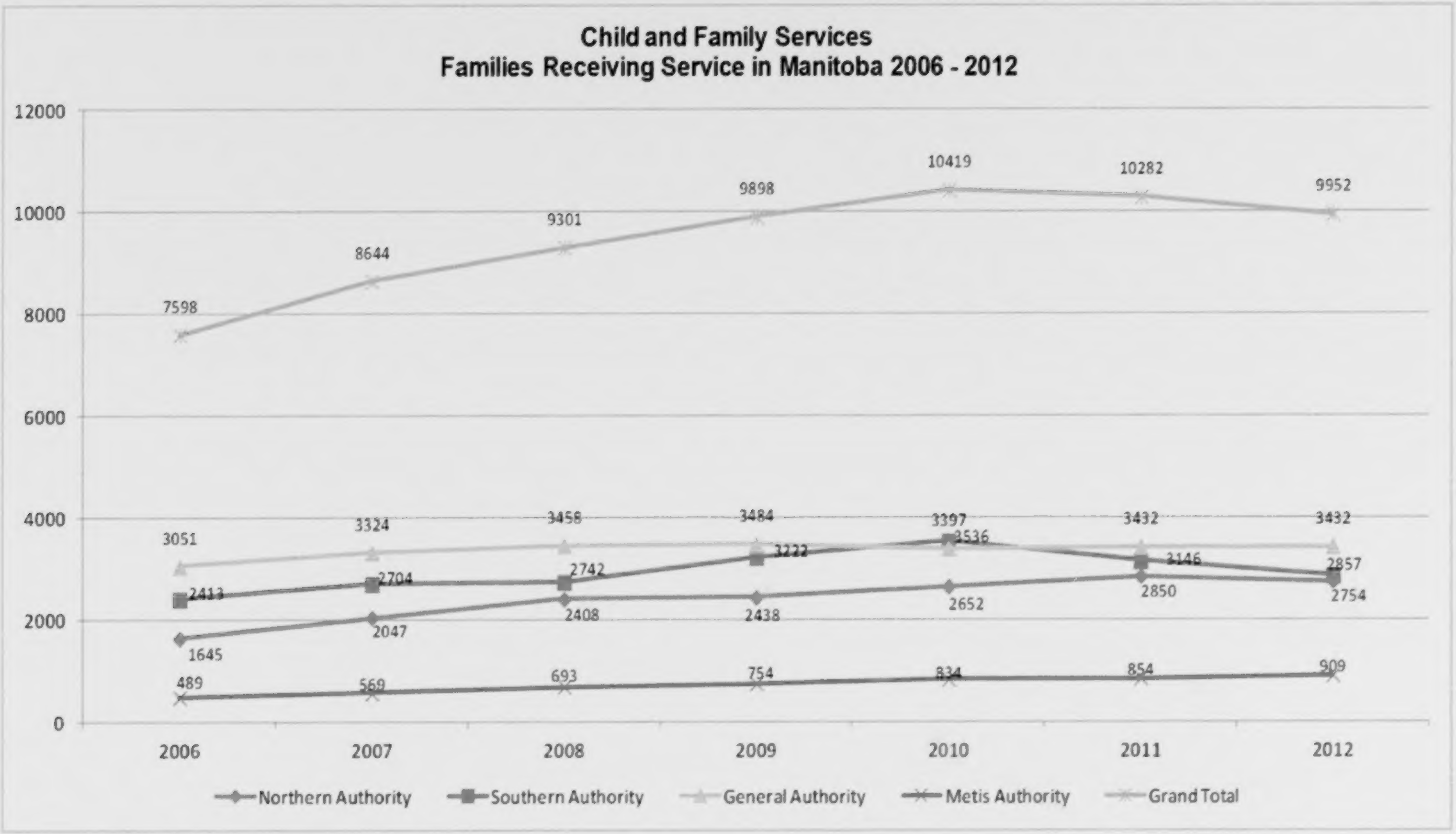
[2] Jewish Child and Family Service include all families served by the agency, not just those related to child welfare.

[3] Michif Child and Family Services – located in The Pas, Manitoba received its mandate on October 1, 2011.

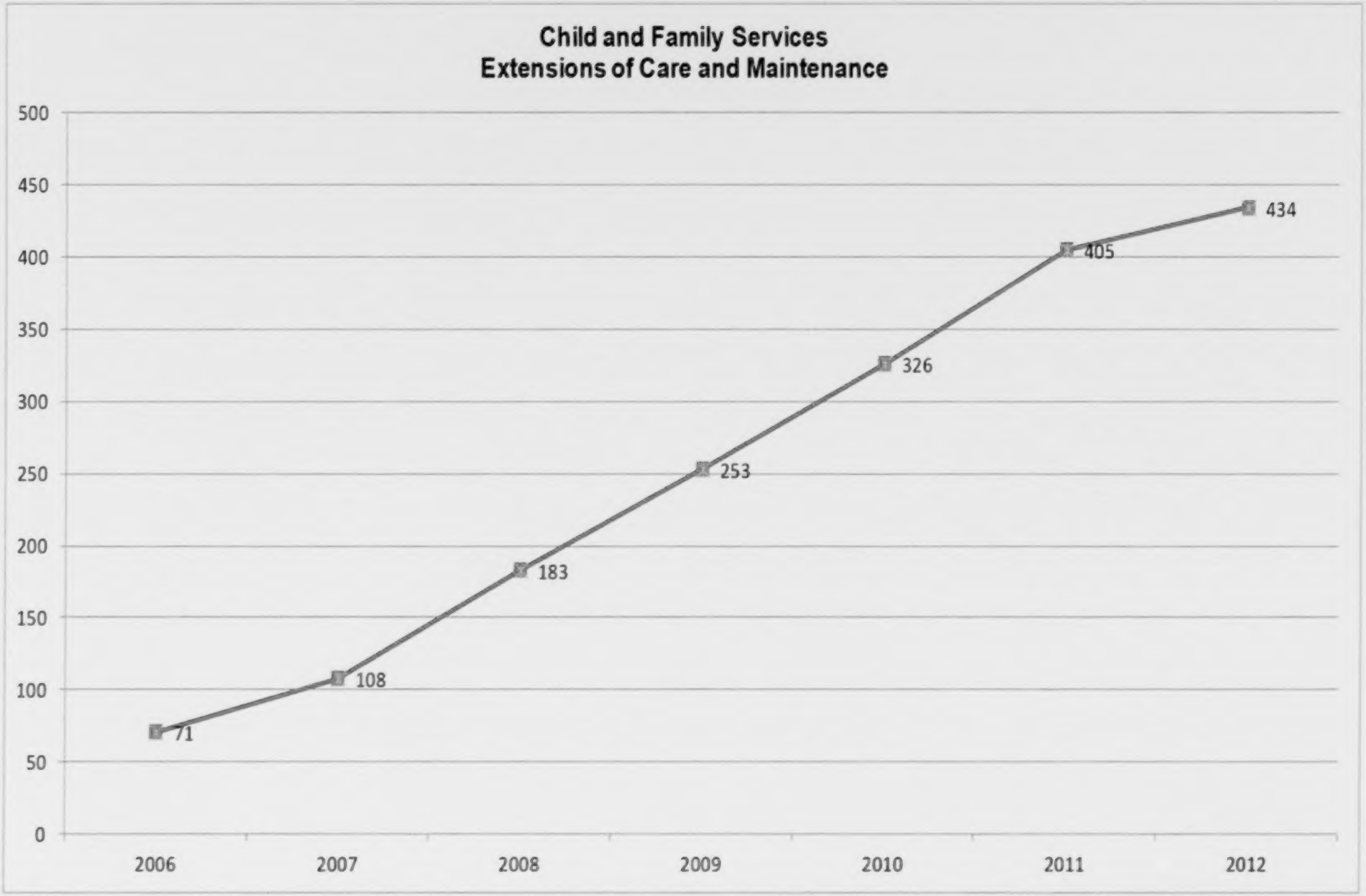


Child and Family Services
Children in Care in Manitoba 2006 - 2012

1. Data as reported in the Family Services and Labour annual report provides the total number of children in care as of March 31 of each year.
2. Numbers include:
   - Children in Care of the Province of Manitoba
   - Children in Care of other provinces but supervised by Manitoba agencies
   - Young adults in receipt of service beyond their 18th birthday via extensions of care and maintenance agreements.



1. Data as reported in the Family Services and Labour annual report provides the total number of families served as of March 31 of each year.
2. Numbers include all Family Service cases in the following categories:
   - Voluntary Family Service
   - Protection Service
   - Expectant Parent Service
3. These families may or may not have children in the care of an agency.



Child and Family Services
Extensions of Care and Maintenance

1. Young adults who were permanent wards of agencies and were in receipt of service beyond their 18th birthday through an extension of care and maintenance agreement.
2. Data are provided by authorities on behalf of their agencies.

Number of Children In Care by Aboriginal Status

as at March 31, 2012 (numbers include both federal and provincial responsibility)

Service Providers	Inuit	Métis	Non Status	Treaty Status	Not Aboriginal	TOTAL
FIRST NATION NORTH AUTHORITY						
Awasis Agency of Northern Manitoba	0	0	122	515	0	637
Cree Nation Child and Family Caring Agency	0	0	119	458	0	577
Island Lake First Nations Family Services	0	0	3	444	0	447
Kinosao Sipi Minisowin Agency	0	0	16	353	0	369
Nikan Awasiak Agency[1]	0	0	21	110	0	131
Nisichawayasihk Cree Nation Family and Community Services	0	1	53	335	3	392
Opaskwayak Cree Nation Child and Family Services, Inc.	0	0	4	107	0	111
Sub-Total	**0**	**1**	**338**	**2,322**	**3**	**2,664**
FIRST NATION SOUTH AUTHORITY						
Animikii Ozoson Child and Family Services, Inc.	0	18	59	247	9	333
Anishinaabe Child and Family Services	0	4	30	495	0	529
Child and Family Services All Nations Coordinated Response Network	1	0	2	18	7	28
Dakota Ojibway Child and Family Services	0	0	240	452	3	695
Intertribal Child and Family Services	0	0	22	154	0	176
Peguis Child and Family Services	0	3	21	171	12	207
Sagkeeng Child and Family Services	0	0	52	302	0	354
Sandy Bay Child and Family Services	0	1	17	230	0	248
Southeast Child and Family Services	0	3	65	1,040	0	1,108
West Region Child and Family Services	0	0	225	419	0	644
Sub-Total	**1**	**29**	**733**	**3,528**	**31**	**4,322**
GENERAL AUTHORITY						
Child and Family Services of Central Manitoba	0	13	9	17	92	131
Child and Family Services of Western Manitoba	0	18	1	15	133	167
Churchill Child and Family Services	4	2	0	5	0	11
Eastman Region	1	26	10	24	134	195
Interlake Region	0	17	5	11	47	80
Jewish Child and Family Service	0	0	0	0	27	27
Northern Region	0	1	5	36	32	74
Parkland Region	0	1	1	5	2	9
Winnipeg Child and Family Services	2	80	55	116	797	1,050
Sub-Total	**7**	**158**	**86**	**229**	**1,264**	**1,744**
MÉTIS AUTHORITY						
Métis Child, Family and Community Services	12	630	43	93	48	826
Michif Child and Family Services[2]	7	106	9	39	13	174
Sub-Total	**19**	**736**	**52**	**132**	**61**	**1,000**
TOTAL	**27**	**924**	**1,209**	**6,211**	**1,359**	**9,730**

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[1] Nikan Awasiak Agency – located in Cross Lake, Manitoba received its mandate on October 1, 2011.

[2] Michif Child and Family Services – located in The Pas, Manitoba received its mandate on October 1, 2011.

Number of Children In Care by Legal Status

as at March 31, 2012 (Numbers include both federal and provincial responsibility)

	2009/10				2010/11				2011/12			
Service Providers	Wards	VPA[1]	Other	Total	Wards	VPA[1]	Other	Total	Wards	VPA[1]	Other	Total
FIRST NATION NORTH AUTHORITY												
Awasis Agency of Northern Manitoba	379	108	145	**632**	406	146	166	**718**	388	108	141	**637**
Cree Nation Child and Family Caring Agency	344	48	248	**640**	415	26	218	**659**	358	20	199	**577**
Island Lake First Nations Family Services	204	34	117	**355**	205	50	115	**370**	272	45	130	**447**
Kinosao Sipi Minisowin Agency	189	39	65	**293**	231	62	64	**357**	216	64	89	**369**
Nikan Awasiak Agency[2]	–	–	–	–	–	–	–	–	73	21	37	**131**
Nisichawayasihk Cree Nation Family and Community Services	238	38	138	**414**	243	37	96	**376**	266	46	80	**392**
Opaskwayak Cree Nation Child and Family Services, Inc.	61	1	55	**117**	85	4	25	**114**	87	9	15	**111**
Sub-Total	**1,415**	**268**	**768**	**2,451**	**1,585**	**325**	**684**	**2,594**	**1,660**	**313**	**691**	**2,664**
FIRST NATION SOUTH AUTHORITY												
Animikii Ozoson Child and Family Services, Inc.	185	49	34	**268**	198	26	80	**304**	210	38	85	**333**
Anishinaabe Child and Family Services	415	51	32	**498**	447	24	31	**502**	474	16	39	**529**
Child and Family Services All Nations Coordinated Response Network	0	0	41	**41**	0	0	43	**43**	0	0	28	**28**
Dakota Ojibway Child and Family Services	495	33	122	**650**	503	56	105	**664**	499	55	141	**695**
Intertribal Child and Family Services	134	8	24	**166**	116	8	34	**158**	111	14	51	**176**
Peguis Child and Family Services	132	37	29	**198**	102	23	79	**204**	131	8	68	**207**
Sagkeeng Child and Family Services	236	7	56	**299**	273	15	34	**322**	243	16	95	**354**
Sandy Bay	126	59	79	**264**	120	62	79	**261**	108	58	82	**248**
Southeast Child and Family Services	718	238	155	**1,111**	724	166	195	**1,085**	783	161	164	**1,108**
West Region Child and Family Services	454	81	156	**691**	480	94	81	**655**	468	52	124	**644**
Sub-Total	**2,895**	**563**	**728**	**4,186**	**2,963**	**474**	**761**	**4,198**	**3,027**	**418**	**877**	**4,322**
GENERAL AUTHORITY												
Child and Family Services of Central Manitoba	35	43	23	**101**	45	58	52	**155**	57	31	43	**131**
Child and Family Services of Western Manitoba	90	4	52	**146**	96	6	62	**164**	96	5	66	**167**
Churchill Child and Family Services	13	4	1	**18**	8	0	4	**12**	2	2	7	**11**
Eastman Region	81	53	39	**173**	84	40	58	**182**	97	38	60	**195**
Interlake Region	28	18	19	**65**	27	25	23	**75**	43	19	18	**80**
Jewish Child and Family Service	14	8	6	**28**	14	3	9	**26**	15	2	10	**27**
Northern Region	45	7	43	**95**	45	5	30	**80**	41	6	27	**74**
Parkland Region	6	0	0	**6**	6	2	2	**10**	6	3	0	**9**
Winnipeg Child and Family Services	514	257	283	**1,054**	548	211	269	**1,028**	527	216	307	**1,050**
Sub-Total	**826**	**394**	**466**	**1,686**	**873**	**350**	**509**	**1,732**	**884**	**322**	**538**	**1,744**
MÉTIS AUTHORITY												
Métis Child, Family and Community Services	531	110	156	**797**	589	98	221	**908**	560	70	196	**826**
Michif Child and Family Services[3]	–	–	–	–	–	–	–	–	102	20	52	**174**
Sub-Total	**531**	**110**	**156**	**797**	**589**	**98**	**221**	**908**	**662**	**90**	**248**	**1,000**
TOTAL	**5,667**	**1,335**	**2,118**	**9,120**	**6,010**	**1,247**	**2,175**	**9,432**	**6,233**	**1,143**	**2,354**	**9,730**

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[1] Voluntary Placement Agreement.

[2] Nikan Awasiak Agency – located in Cross Lake, Manitoba received its mandate on October 1, 2011.

[3] Michif Child and Family Services – located in The Pas, Manitoba received its mandate on October 1, 2011.

Number of Children In Care by Placement Type

as at March 31, 2012 (numbers include both federal and provincial responsibility)

Service Providers	Foster Homes[1]	Residential Care[2]	Other Placement Resources[3]	Selected Adoption Probation	Other Non-Pay Care Living Arrangements[4]	Total
FIRST NATION NORTH AUTHORITY						
Awasis Agency of Northern Manitoba	361	9	229	0	38	**637**
Cree Nation Child and Family Caring Agency	195	76	268	0	38	**577**
Island Lake First Nations Family Services	339	35	0	0	73	**447**
Kinosao Sipi Minisowin Agency	266	6	91	1	5	**369**
Nikan Awasiak Agency[5]	92	5	17	0	17	**131**
Nisichawayasihk Cree Nation Family and Community Services	218	12	151	0	11	**392**
Opaskwayak Cree Nation Child and Family Services, Inc.	67	8	29	0	7	**111**
Sub-Total	**1,538**	**151**	**785**	**1**	**189**	**2,664**
FIRST NATION SOUTH AUTHORITY						
Animikii Ozoson Child and Family Services, Inc.	241	17	65	0	10	**333**
Anishinaabe Child and Family Services	405	29	89	0	6	**529**
Child and Family Services All Nations Coordinated Response Network	3	4	18	0	3	**28**
Dakota Ojibway Child and Family Services	518	17	123	0	37	**695**
Intertribal Child and Family Services	107	6	60	0	3	**176**
Peguis Child and Family Services	169	1	25	7	5	**207**
Sagkeeng Child and Family Services	294	44	16	0	0	**354**
Sandy Bay	85	16	68	0	79	**248**
Southeast Child and Family Services	772	127	180	1	28	**1,108**
West Region Child and Family Services	410	13	191	0	30	**644**
Sub-Total	**3,004**	**274**	**835**	**8**	**201**	**4,322**
GENERAL AUTHORITY						
Child and Family Services of Central Manitoba	77	9	23	4	18	**131**
Child and Family Services of Western Manitoba	74	16	59	5	13	**167**
Churchill Child and Family Services	3	6	2	0	0	**11**
Eastman Region	127	16	42	0	10	**195**
Interlake Region	44	7	27	1	1	**80**
Jewish Child and Family Service	13	2	9	0	3	**27**
Northern Region	48	4	15	1	6	**74**
Parkland Region	7	2	0	0	0	**9**
Winnipeg Child and Family Services	577	142	253	26	52	**1,050**
Sub-Total	**970**	**204**	**430**	**37**	**103**	**1,744**
MÉTIS AUTHORITY						
Métis Child, Family and Community Services	571	52	167	5	31	**826**
Michif Child and Family Services[6]	90	17	51	0	16	**174**
Sub-Total	**661**	**69**	**218**	**5**	**47**	**1,000**
TOTAL	**6,173**	**698**	**2,268**	**51**	**540**	**9,730**

[1] Includes regular rate and special rate foster homes.

[2] Includes private group homes, own-agency group homes, and residential treatment centres.

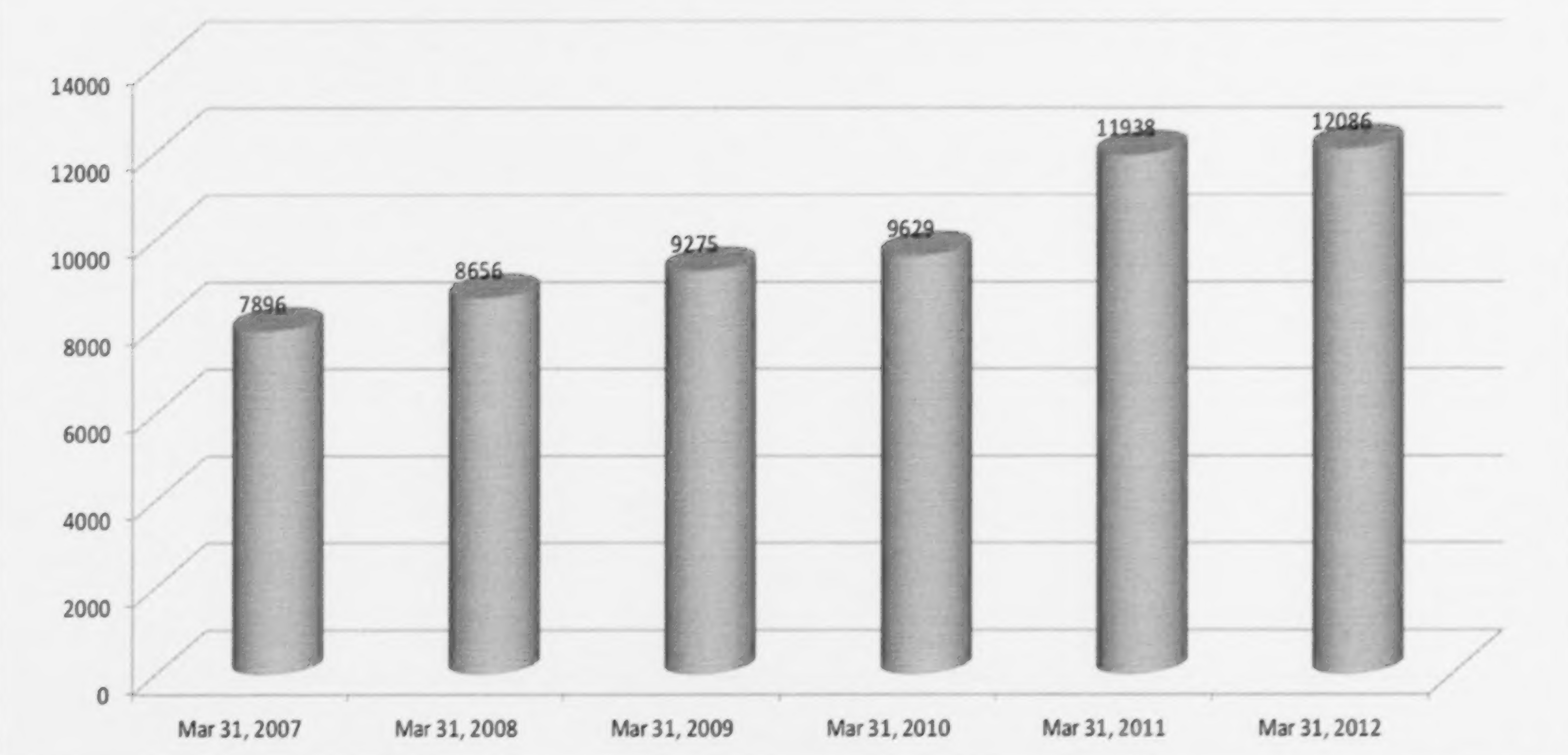
[3] Includes places of safety.

[4] Includes St. Amant, Manitoba Youth Centre, hospitals and other facilities.

[5] Nikan Awasiak Agency – located in Cross Lake, Manitoba received its mandate on October 1, 2011.

[6] Michif Child and Family Services – located in The Pas, Manitoba received its mandate on October 1, 2011

Child and Family Services
Child in Care Placement Resource Bed Spaces



1. Information is collected from the Child and Family Services Information System (CFSIS)
2. Placement Resources include:
   - Place of Safety Agreement Homes
   - Licensed Foster Care Homes
   - Residential Care Facilities (group homes and institutions)

Hotel Usage by Authority

EPR Emergency Placement Resources

*EPR is located at ANCR (All Nations coordinated Response) and provides emergency placements for all Agencies in Winnipeg

2011-12 First Quarter

Date	General Authority	Southern Authority	Northern Authority	Metis Authority	EPR	Total
01-Apr-11	1	3	0	0	0	4
02-Apr-11	1	3	0	0	0	4
03-Apr-11	1	3	0	0	0	4
04-Apr-11	1	9	0	0	0	10
05-Apr-11	0	3	0	0	0	3
06-Apr-11	0	0	0	0	0	0
07-Apr-11	0	0	0	0	0	0
08-Apr-11	0	0	0	0	0	0
09-Apr-11	0	0	0	0	0	0
10-Apr-11	8	0	0	0	0	8
11-Apr-11	8	7	0	0	0	15
12-Apr-11	12	6	0	0	0	18
13-Apr-11	7	6	0	0	0	13
14-Apr-11	4	8	0	0	0	12
15-Apr-11	4	0	0	0	0	4
16-Apr-11	4	0	0	0	0	4
17-Apr-11	4	0	0	0	0	4
18-Apr-11	4	0	0	0	0	4
19-Apr-11	4	0	0	0	0	4
20-Apr-11	4	0	0	0	0	4
21-Apr-11	4	3	0	0	0	7
22-Apr-11	4	3	0	0	0	7
23-Apr-11	4	3	0	0	0	7
24-Apr-11	0	5	0	0	0	5
25-Apr-11	0	5	0	0	0	5
26-Apr-11	0	5	0	0	0	5
27-Apr-11	0	2	0	0	0	2
28-Apr-11	0	0	0	0	0	0
29-Apr-11	0	0	0	0	0	0
30-Apr-11	0	0	0	0	0	0

Date	General Authority	Southern Authority	Northern Authority	Metis Authority	EPR	Total
01-May-11	0	0	0	0	0	0
02-May-11	0	0	3	0	0	3
03-May-11	0	0	0	0	0	0
04-May-11	0	0	0	0	0	0
05-May-11	0	0	0	0	0	0
06-May-11	3	4	0	1	0	8
07-May-11	3	6	0	1	0	10
08-May-11	3	6	0	1	0	10
09-May-11	2	7	0	4	0	13
10-May-11	1	3	1	1	0	6
11-May-11	3	3	0	0	0	6
12-May-11	4	1	1	0	0	6
13-May-11	4	11	0	0	0	15
14-May-11	3	11	0	0	0	14
15-May-11	3	11	0	0	0	14
16-May-11	3	11	0	1	0	15
17-May-11	4	8	0	1	0	13
18-May-11	6	7	0	0	0	13
19-May-11	2	7	0	0	0	9
20-May-11	1	15	0	0	0	16
21-May-11	2	15	0	0	0	17
22-May-11	2	14	0	0	0	16
23-May-11	3	15	0	0	0	18
24-May-11	3	13	1	1	0	18
25-May-11	5	14	2	1	0	22
26-May-11	5	16	2	1	0	24
27-May-11	3	13	2	1	0	19
28-May-11	3	13	2	1	0	19
29-May-11	3	13	2	1	0	19
30-May-11	3	13	1	1	0	18
31-May-11	4	9	0	0	0	13

Date	General Authority	Southern Authority	Northern Authority	Metis Authority	EPR	Total
01-Jun-11	4	9	0	0	0	13
02-Jun-11	2	9	0	0	0	11
03-Jun-11	2	1	0	5	0	8
04-Jun-11	2	1	0	5	0	8
05-Jun-11	2	1	0	5	0	8
06-Jun-11	3	1	0	4	0	8
07-Jun-11	3	4	0	0	0	7
08-Jun-11	4	3	0	0	0	7
09-Jun-11	4	0	0	0	0	4
10-Jun-11	4	4	0	0	0	8
11-Jun-11	4	6	0	0	0	10
12-Jun-11	4	6	0	0	0	10
13-Jun-11	4	4	0	1	0	9
14-Jun-11	4	7	0	0	0	11
15-Jun-11	4	7	0	5	0	16
16-Jun-11	4	7	0	5	0	16
17-Jun-11	3	1	0	6	0	10
18-Jun-11	3	7	0	6	0	16
19-Jun-11	3	10	0	8	0	21
20-Jun-11	3	10	2	10	0	25
21-Jun-11	3	10	2	10	0	25
22-Jun-11	3	9	2	10	0	24
23-Jun-11	3	9	2	10	0	24
24-Jun-11	1	6	2	8	0	17
25-Jun-11	0	6	2	8	0	16
26-Jun-11	0	6	2	8	0	16
27-Jun-11	1	7	5	10	0	23
28-Jun-11	0	11	2	10	0	23
29-Jun-11	0	11	0	10	0	21
30-Jun-11	3	0	0	10	0	13

Statistics reflect the total number of children placed in a hotel on each day of the month

2011-12 Second Quarter

Date	General Authority	Southern Authority	Northern Authority	Metis Authority	EPR	Total
01-Jul-11	3	1	0	5	0	9
02-Jul-11	3	0	0	2	0	5
03-Jul-11	3	3	0	2	0	8
04-Jul-11	3	0	0	0	0	3
05-Jul-11	3	0	0	0	0	3
06-Jul-11	3	0	0	0	0	3
07-Jul-11	3	0	1	0	0	4
08-Jul-11	3	0	1	0	0	4
09-Jul-11	4	0	1	0	0	5
10-Jul-11	4	0	1	0	0	5
11-Jul-11	3	0	0	0	0	3
12-Jul-11	3	0	0	0	0	3
13-Jul-11	3	0	0	0	0	3
14-Jul-11	2	0	0	0	0	2
15-Jul-11	2	4	0	5	0	11
16-Jul-11	2	4	0	5	0	11
17-Jul-11	2	4	0	5	0	11
18-Jul-11	2	6	0	5	0	13
19-Jul-11	2	5	0	5	0	12
20-Jul-11	5	5	0	5	0	15
21-Jul-11	5	4	0	5	0	14
22-Jul-11	5	3	0	5	0	13
23-Jul-11	5	3	0	5	0	13
24-Jul-11	5	3	0	5	0	13
25-Jul-11	5	3	0	5	0	13
26-Jul-11	5	6	0	1	0	12
27-Jul-11	5	8	0	0	0	13
28-Jul-11	2	5	0	0	0	7
29-Jul-11	4	5	0	0	0	9
30-Jul-11	4	5	0	0	0	9
31-Jul-11	4	6	0	0	0	10

Date	General Authority	Southern Authority	Northern Authority	Metis Authority	EPR	Total
01-Aug-11	4	6	0	0	0	10
02-Aug-11	4	4	0	2	0	10
03-Aug-11	4	2	0	2	0	8
04-Aug-11	4	2	0	2	0	8
05-Aug-11	2	0	0	2	0	4
06-Aug-11	2	0	0	0	0	2
07-Aug-11	2	0	0	0	0	2
08-Aug-11	2	0	0	0	0	2
09-Aug-11	2	1	0	0	0	3
10-Aug-11	1	1	0	0	0	2
11-Aug-11	1	1	0	0	0	2
12-Aug-11	1	2	0	0	0	3
13-Aug-11	1	2	0	0	0	3
14-Aug-11	1	4	0	0	0	5
15-Aug-11	1	4	0	0	0	5
16-Aug-11	3	4	0	0	0	7
17-Aug-11	3	4	0	0	0	7
18-Aug-11	4	4	6	0	0	14
19-Aug-11	1	3	6	0	0	10
20-Aug-11	1	3	6	0	0	10
21-Aug-11	1	3	6	0	0	10
22-Aug-11	1	3	6	0	0	10
23-Aug-11	1	7	5	0	0	13
24-Aug-11	1	7	1	0	0	9
25-Aug-11	1	7	1	0	0	9
26-Aug-11	1	2	1	0	0	4
27-Aug-11	1	2	1	0	0	4
28-Aug-11	1	2	1	0	0	4
29-Aug-11	1	3	1	0	0	5
30-Aug-11	1	3	1	0	0	5
31-Aug-11	1	4	1	0	0	6

Date	General Authority	Southern Authority	Northern Authority	Metis Authority	EPR	Total
01-Sep-11	1	4	1	0	0	6
02-Sep-11	1	4	1	0	0	6
03-Sep-11	1	4	6	0	0	11
04-Sep-11	1	4	6	0	0	11
05-Sep-11	1	4	6	0	0	11
06-Sep-11	1	4	5	0	0	10
07-Sep-11	1	5	1	0	0	7
08-Sep-11	1	5	1	0	0	7
09-Sep-11	1	5	1	0	0	7
10-Sep-11	1	5	1	0	0	7
11-Sep-11	0	5	1	0	0	6
12-Sep-11	0	5	1	1	0	7
13-Sep-11	0	5	1	1	0	7
14-Sep-11	0	5	1	1	0	7
15-Sep-11	0	5	1	1	0	7
16-Sep-11	1	5	1	1	0	8
17-Sep-11	1	5	3	1	0	10
18-Sep-11	1	5	3	1	0	10
19-Sep-11	0	5	3	0	0	8
20-Sep-11	0	5	1	0	0	6
21-Sep-11	0	5	10	3	0	18
22-Sep-11	0	5	9	3	0	17
23-Sep-11	0	8	1	3	0	12
24-Sep-11	0	7	1	3	0	11
25-Sep-11	0	7	1	3	0	11
26-Sep-11	0	3	1	3	0	7
27-Sep-11	0	3	1	3	0	7
28-Sep-11	0	3	1	0	0	4
29-Sep-11	0	3	1	0	0	4
30-Sep-11	0	3	1	0	0	4

Statistics reflect the total number of children placed in a hotel on each day of the month

2011-12 Third Quarter

Date	General Authority	Southern Authority	Northern Authority	Metis Authority	EPR	Total
01-Oct-11	0	3	1	0	0	4
02-Oct-11	0	2	1	0	0	3
03-Oct-11	0	3	1	0	0	4
04-Oct-11	0	2	1	0	0	3
05-Oct-11	0	2	1	0	0	3
06-Oct-11	0	2	1	0	0	3
07-Oct-11	0	4	1	0	0	5
08-Oct-11	0	10	1	0	0	11
09-Oct-11	0	8	1	0	0	9
10-Oct-11	0	8	1	0	0	9
11-Oct-11	0	9	1	2	0	12
12-Oct-11	0	9	1	4	0	14
13-Oct-11	0	6	1	0	0	7
14-Oct-11	0	2	1	0	0	3
15-Oct-11	0	2	2	0	0	4
16-Oct-11	0	2	2	0	0	4
17-Oct-11	0	2	2	0	0	4
18-Oct-11	0	2	1	0	0	3
19-Oct-11	0	4	1	0	0	5
20-Oct-11	0	4	1	0	0	5
21-Oct-11	0	3	1	0	0	4
22-Oct-11	0	3	1	0	0	4
23-Oct-11	0	3	1	0	0	4
24-Oct-11	0	2	1	0	0	3
25-Oct-11	0	2	1	0	0	3
26-Oct-11	0	2	1	0	0	3
27-Oct-11	0	2	1	0	0	3
28-Oct-11	0	2	1	0	0	3
29-Oct-11	0	2	1	0	0	3
30-Oct-11	0	2	1	0	0	3
31-Oct-11	1	3	1	0	0	5

Date	General Authority	Southern Authority	Northern Authority	Metis Authority	EPR	Total
01-Nov-11	2	2	1	1	0	6
02-Nov-11	2	2	1	1	0	6
03-Nov-11	2	2	1	1	0	6
04-Nov-11	2	2	1	1	0	6
05-Nov-11	2	2	1	1	0	6
06-Nov-11	2	2	1	1	0	6
07-Nov-11	1	2	1	1	0	5
08-Nov-11	1	2	1	1	0	5
09-Nov-11	1	2	1	1	0	5
10-Nov-11	1	2	1	1	0	5
11-Nov-11	1	2	1	1	0	5
12-Nov-11	1	2	1	1	0	5
13-Nov-11	1	2	1	1	0	5
14-Nov-11	1	2	1	1	0	5
15-Nov-11	1	3	0	1	0	5
16-Nov-11	1	2	0	1	0	4
17-Nov-11	1	3	0	2	0	6
18-Nov-11	3	3	0	2	0	8
19-Nov-11	3	3	0	2	0	8
20-Nov-11	3	3	0	2	0	8
21-Nov-11	2	3	0	2	0	7
22-Nov-11	2	3	0	1	0	6
23-Nov-11	2	3	0	1	0	6
24-Nov-11	0	3	0	1	0	4
25-Nov-11	0	3	0	1	0	4
26-Nov-11	0	4	0	1	0	5
27-Nov-11	0	5	0	1	0	6
28-Nov-11	0	4	0	1	0	5
29-Nov-11	0	4	0	1	0	5
30-Nov-11	0	5	0	1	0	6

Date	General Authority	Southern Authority	Northern Authority	Metis Authority	EPR	Total
01-Dec-11	0	4	0	1	0	5
02-Dec-11	0	4	0	1	0	5
03-Dec-11	0	4	0	1	0	5
04-Dec-11	0	4	0	1	0	5
05-Dec-11	1	3	0	1	0	5
06-Dec-11	2	3	0	1	0	6
07-Dec-11	0	4	0	1	0	5
08-Dec-11	0	4	0	1	0	5
09-Dec-11	1	4	2	1	0	8
10-Dec-11	1	4	2	1	0	8
11-Dec-11	1	5	2	1	0	9
12-Dec-11	2	5	0	1	0	8
13-Dec-11	3	6	0	1	0	10
14-Dec-11	3	6	0	1	0	10
15-Dec-11	3	6	0	2	0	11
16-Dec-11	2	4	0	4	0	10
17-Dec-11	2	4	3	4	0	13
18-Dec-11	2	4	3	4	0	13
19-Dec-11	2	3	4	2	0	11
20-Dec-11	1	3	4	2	0	10
21-Dec-11	1	3	0	1	0	5
22-Dec-11	1	3	0	1	0	5
23-Dec-11	1	3	2	1	0	7
24-Dec-11	1	3	2	1	0	7
25-Dec-11	1	3	2	1	0	7
26-Dec-11	1	3	2	1	0	7
27-Dec-11	1	3	2	1	0	7
28-Dec-11	1	3	0	1	0	5
29-Dec-11	1	3	0	1	0	5
30-Dec-11	1	3	0	1	0	5
31-Dec-11	2	3	0	1	0	6

Statistics reflect the total number of children placed in a hotel on each day of the month

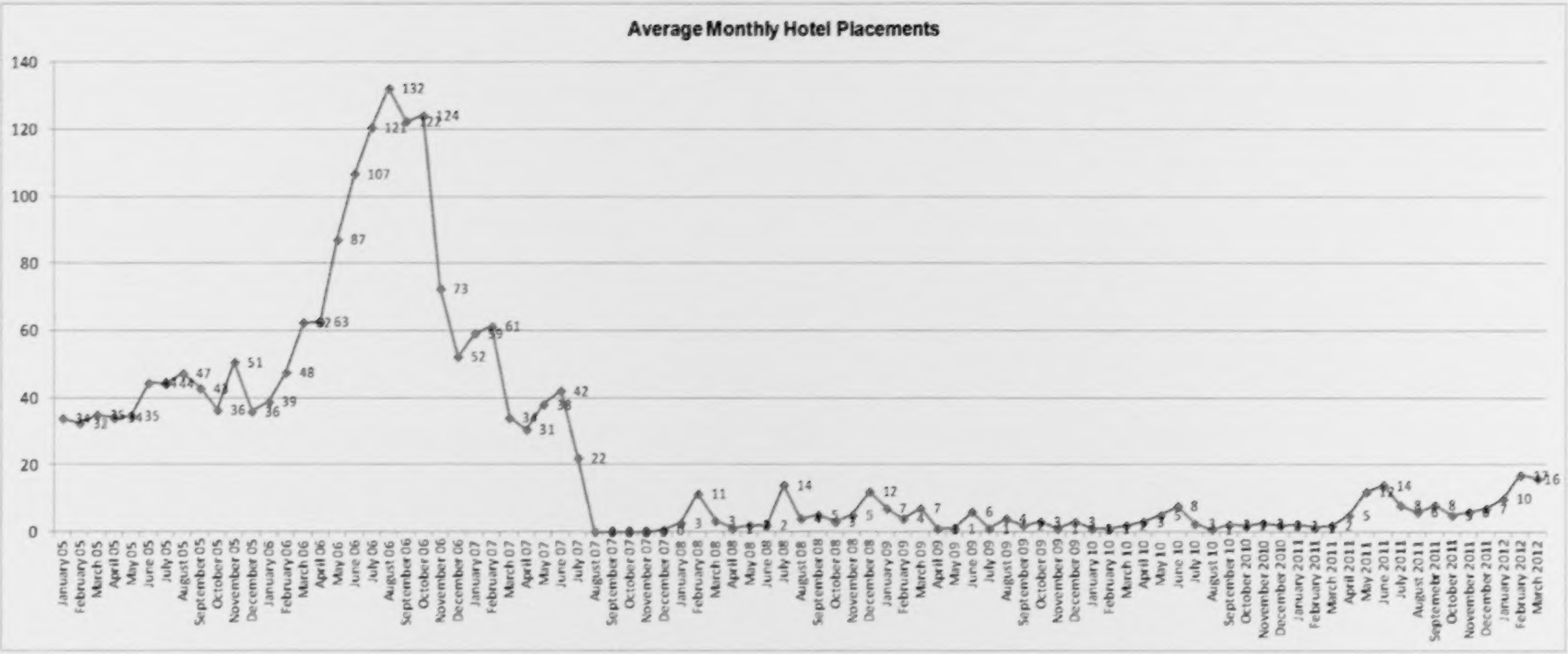
2011-12 Fourth Quarter

Date	General Authority	Southern Authority	Northern Authority	Metis Authority	EPR	Total
01-Jan-12	2	3	0	1	0	6
02-Jan-12	2	3	0	1	0	6
03-Jan-12	2	3	0	1	0	6
04-Jan-12	4	3	0	1	0	8
05-Jan-12	4	3	0	1	0	8
06-Jan-12	5	4	0	2	0	11
07-Jan-12	5	4	0	2	0	11
08-Jan-12	5	4	0	2	0	11
09-Jan-12	5	3	0	1	0	9
10-Jan-12	6	4	0	1	0	11
11-Jan-12	5	4	0	2	0	11
12-Jan-12	5	4	0	2	0	11
13-Jan-12	5	4	0	2	0	11
14-Jan-12	8	4	0	2	0	14
15-Jan-12	8	4	1	2	0	15
16-Jan-12	6	3	1	2	0	12
17-Jan-12	5	4	0	2	0	11
18-Jan-12	6	3	0	3	0	12
19-Jan-12	6	4	0	2	0	12
20-Jan-12	3	7	0	2	0	12
21-Jan-12	3	9	0	2	0	14
22-Jan-12	3	9	0	2	0	14
23-Jan-12	3	9	0	2	0	14
24-Jan-12	2	4	0	2	0	8
25-Jan-12	2	4	0	2	0	8
26-Jan-12	2	4	0	1	0	7
27-Jan-12	2	5	0	1	0	8
28-Jan-12	2	5	0	1	0	8
29-Jan-12	2	5	0	1	0	8
30-Jan-12	2	5	0	1	0	8
31-Jan-12	2	4	0	1	0	7

Date	General Authority	Southern Authority	Northern Authority	Metis Authority	EPR	Total
01-Feb-12	2	9	0	1	0	12
02-Feb-12	2	9	1	1	0	13
03-Feb-12	2	4	2	1	0	9
04-Feb-12	2	4	2	1	0	9
05-Feb-12	2	4	2	1	0	9
06-Feb-12	3	3	1	1	0	8
07-Feb-12	4	3	1	1	0	9
08-Feb-12	4	5	1	2	0	12
09-Feb-12	4	3	2	2	0	11
10-Feb-12	6	4	2	2	0	14
11-Feb-12	11	4	3	2	0	20
12-Feb-12	11	4	3	3	0	21
13-Feb-12	12	6	3	3	0	24
14-Feb-12	11	6	3	3	0	23
15-Feb-12	11	6	3	2	0	22
16-Feb-12	9	5	3	3	0	20
17-Feb-12	9	8	3	3	0	23
18-Feb-12	9	8	3	3	0	23
19-Feb-12	9	8	5	3	0	25
20-Feb-12	9	10	7	3	0	29
21-Feb-12	10	5	2	3	0	20
22-Feb-12	10	5	2	3	0	20
23-Feb-12	10	4	4	3	0	21
24-Feb-12	8	3	2	3	0	16
25-Feb-12	8	3	2	3	0	16
26-Feb-12	8	3	2	3	0	16
27-Feb-12	8	3	2	3	0	16
28-Feb-12	8	3	2	2	0	15
29-Feb-12	9	3	2	2	0	16

Date	General Authority	Southern Authority	Northern Authority	Metis Authority	EPR	Total
01-Mar-12	10	4	3	4	0	21
02-Mar-12	10	5	3	4	0	22
03-Mar-12	10	5	3	4	0	22
04-Mar-12	10	5	3	4	0	22
05-Mar-12	10	4	3	3	0	20
06-Mar-12	4	4	3	3	0	14
07-Mar-12	4	5	3	3	0	15
08-Mar-12	4	4	3	3	0	14
09-Mar-12	6	5	3	2	0	16
10-Mar-12	6	5	3	2	0	16
11-Mar-12	6	5	3	2	0	16
12-Mar-12	6	5	3	1	0	15
13-Mar-12	4	4	2	1	0	11
14-Mar-12	5	3	1	1	0	10
15-Mar-12	5	3	1	1	0	10
16-Mar-12	6	3	1	1	0	11
17-Mar-12	6	8	1	1	0	16
18-Mar-12	6	8	1	1	0	16
19-Mar-12	6	8	1	1	0	16
20-Mar-12	7	12	1	1	0	21
21-Mar-12	8	12	1	2	0	23
22-Mar-12	5	8	6	2	0	21
23-Mar-12	3	8	6	2	0	19
24-Mar-12	3	7	8	2	0	20
25-Mar-12	3	9	8	2	0	22
26-Mar-12	1	6	8	2	0	17
27-Mar-12	1	3	5	2	0	11
28-Mar-12	2	3	5	2	0	12
29-Mar-12	4	3	5	2	0	14
30-Mar-12	3	3	5	2	0	13
31-Mar-12	3	3	5	2	0	13

Statistics reflect the total number of children placed in a hotel on each day of the month

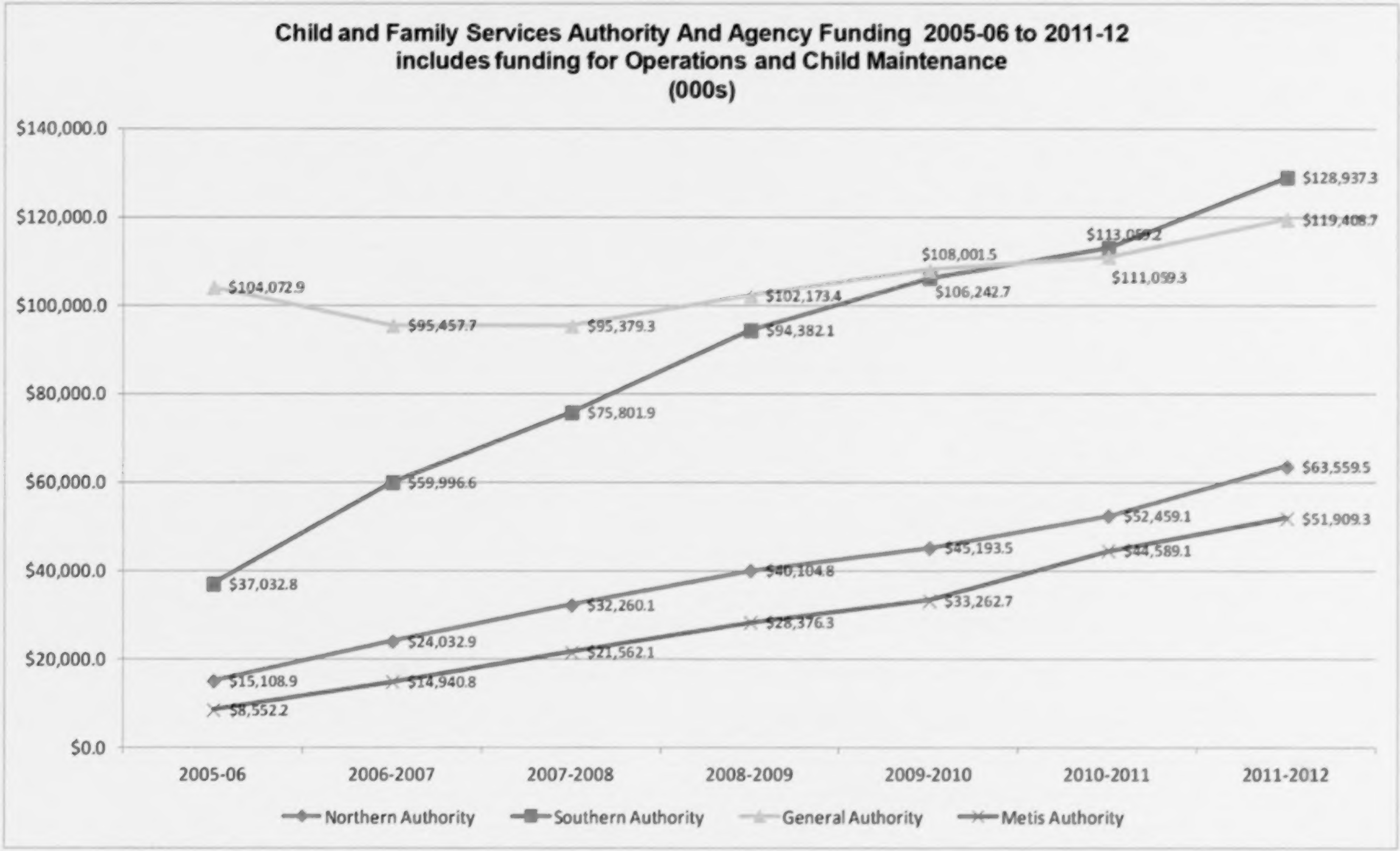


1. Hotel placements as reported by Child and Family Services Agencies since January 2005
2. July 2006 peak in hotel usage preceded the Changes for Children Foster Care Recruitment and Hotel Reduction Strategy (Circle of Care)
3. Hotel Placement Protocol (August 2006) - Children in Care can be placed in hotel placements under the following conditions:
    - In the case of flood, fire, other natural disasters or community crisis that require evacuation or removal from the residence
    - In the case of a public health / personal, physical and / or mental health issue where appropriate placement to accommodate the health condition is not immediately available
    - In the case of sibling groups, where there is no other option available to place the children together.
4. Recent rise in hotel usage (May 2012) has resulted from a growing need for emergency placement resources. The province and the authorities are jointly working on the development of additional resources to meet the needs of children and youth placed in hotels as specified in the Hotel Placement Protocol.

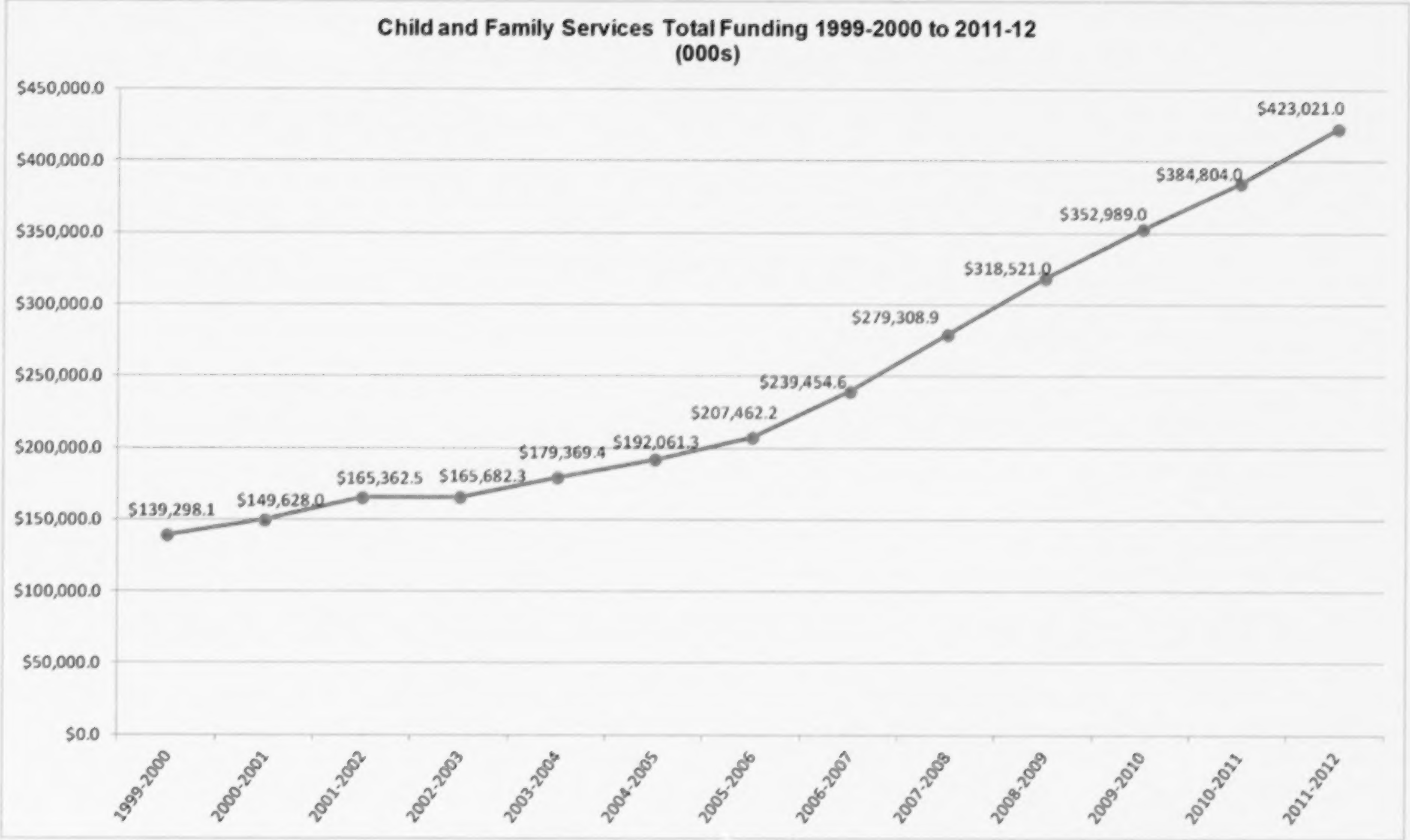
Child Maintenance Provincial Days of Care
Actuals 2011/12

	Foster & Special Rate Days of Care				
Agency/Region	**Level I**	**Level II-V**	**Sub-Total**	**Residential Days of Care**	**Total Days of Care**
First Nations of Northern Child and Family Services Authority/Agencies/Regions					
Awasis Agency of Northern Manitoba	30,635	50,365	**81,000**	2,078	**83,078**
Cree Nation Child and Family Caring Agency	12,612	126,236	**138,848**	3,660	**142,508**
Island Lake First Nations Family Services	32,954	37,351	**70,305**	835	**71,140**
Kinosao Sipi Minisowin Agency	10,327	49,253	**59,580**	674	**60,254**
Nisichawayasihk Cree Nation Family and Community Services	32,178	45,131	**77,309**	786	**78,095**
Opaskwayak Cree Nation Child and Family Services Inc.	848	18,858	**19,706**	161	**19,867**
Nikan Awasiak Agency[1]	1,339	2,587	**3,926**	0	**3,926**
Sub-Total	**120,893**	**329,781**	**450,674**	**8,194**	**458,868**
First Nations of Southern Manitoba Child and Family Services Authority/Agencies/Regions					
Dakota Ojibway Child and Family Services	61,142	78,982	**140,124**	2,900	**143,024**
West Region Child and Family Services	55,446	103,990	**159,436**	3,357	**162,793**
Southeast Child and Family Services	43,855	170,841	**214,696**	4,231	**218,927**
Intertribal Child and Family Services	10,590	33,180	**43,770**	115	**43,885**
Anishinaabe Child and Family Services – West	42,215	100,268	**142,483**	3,445	**145,928**
Peguis Child and Family Services	21,376	41,244	**62,620**	17	**62,637**
Sagkeeng Child and Family Services	13,238	79,919	**93,157**	2,115	**95,272**
Animikii Ozoson Child and Family Services, Inc.	29,652	77,559	**107,211**	2,214	**109,425**
All Nations Coordinated Response Network (ANCR)	631	3,816	**4,447**	0	**4,447**
Sandy Bay	13,481	25,691	**39,172**	451	**39,623**
Sub-Total	**291,626**	**715,490**	**1,007,116**	**18,845**	**1,025,961**
General Child and Family Services Authority/Agencies/Regions					
Winnipeg Child and Family Services	81,248	260,664	**341,912**	21,830	**363,742**
Child and Family Services of Central Manitoba	7,021	33,057	**40,078**	1,063	**41,141**
Child and Family Services of Western Manitoba	7,964	43,212	**51,176**	4,431	**55,607**
Jewish Child and Family Service	408	7,388	**7,796**	204	**8,000**
Churchill Child and Family Services	747	1,950	**2,697**	430	**3,127**
Eastman Region	35,985	26,349	**62,334**	2,604	**64,938**
Interlake Region	11,231	10,138	**21,369**	1,306	**22,675**
Parkland Region	1,042	2,063	**3,105**	0	**3,105**
Northern Region - Norman	3,652	13,462	**17,114**	997	**18,111**
Northern Region - Thompson	1,714	3,619	**5,333**	400	**5,733**
Sub-Total	**151,012**	**401,902**	**552,914**	**33,265**	**586,179**
Métis Child and Family Services Authority					
Métis Child, Family and Community Services	102,900	211,073	313,973	4,148	**318,121**
Michif Child and Family Services[2]	7,889	9,603	17,492	109	**17,601**
Sub-Total	**110,789**	**220,676**	**331,465**	**4,257**	**335,722**
TOTAL	**674,320**	**1,667,849**	**2,342,169**	**64,561**	**2,406,730**

[1] Nikan Awasiak Agency – located in Cross Lake, Manitoba received its mandate on October 1, 2011.
[2] Michif Child and Family Services – located in The Pas, Manitoba received its mandate on October 1, 2011


Child and Family Services Authority And Agency Funding 2005-06 to 2011-12
includes funding for Operations and Child Maintenance
(000s)

1. Data as reported in the Family Services and Labour annual report.
2. Includes annual expenditures for the operations and maintenance of children by Child and Family Services Authorities.
3. General Authority does not include Rural and Northern Regions salaries and operating funding as these are reported under Community Service Delivery Division.



Child and Family Services Total Funding 1999-2000 to 2011-12 (000s)

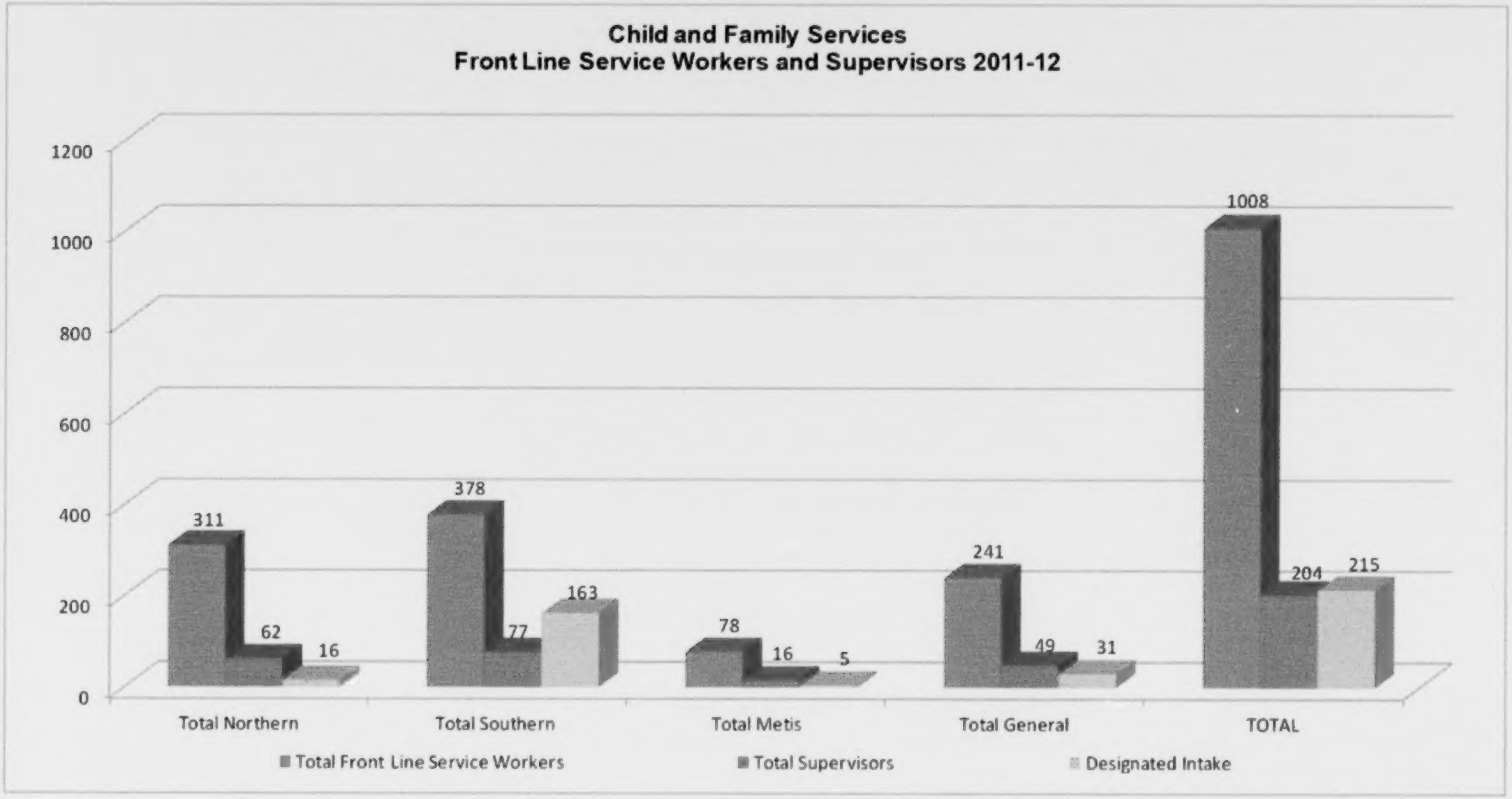
1. Includes Winnipeg Child and Family Services Branch found in the Annual Report 09-5F – Community Service Delivery
2. Includes Child Protection Branch salaries and other expenditures - 09-4B
3. Does not include Rural and Northern Region salaries and operating costs

History of Funding ($000s)
2009/10 to 2011/12

Service Provider	2009/10	2010/11	2011/12
First Nations of Northern Manitoba Child and Family Services Authority/Agencies			
First Nations of Northern Manitoba Authority	$ 11,583	$13,344	$20,964
Awasis Agency of Northern Manitoba	5,124	5,978	5,963
Cree Nation Child and Family Caring Agency	10,982	11,544	15,198
Island Lake First Nations Family Services	2,488	3,281	4,141
Kinosao Sipi Minisowin Agency	4,414	6,458	5,739
Nisichawayasihk Cree Nation Family and Community Services	5,923	7,039	7,437
Opaskwayak Cree Nation Child and Family Services, Inc.	1,383	1,979	1,619
Nikan Awasiak Agency[1]	–	–	217
Sub-Total	**$ 41,897**	**$ 49,623**	**$ 61,278**
First Nations of Southern Manitoba Child and Family Services Authority/Agencies			
First Nations of Southern Manitoba Authority	$ 31,033	$ 36,534	$ 45,358
Dakota Ojibway Child and Family Services	8,269	8,521	9,393
West Region Child and Family Services	13,367	13,086	13,713
Southeast Child and Family Services	15,376	16,134	17,285
Intertribal Child and Family Services	2,346	2,628	2,797
Anishinaabe Child and Family Services – West	9,652	9,975	11,637
Peguis Child and Family Services	3,705	3,912	3,642
Sagkeeng Child and Family Services	6,864	6,601	7,276
Animikii Ozoson Child and Family Services, Inc.	7,404	8,128	10,683
All Nations Coordinated Response Network (ANCR)	254	250	256
Sandy Bay	2,107	2,554	3,008
Sub-Total	**$100,377**	**$108,323**	**$125,048**
General Child and Family Services Authority/ Agencies/Regional Offices			
General Child and Family Services Authority	$ 7,983	$ 8,950	$ 13,835
Winnipeg Child and Family Services	54,833	59,240	64,381
Child and Family Services of Central Manitoba	2,318	3,159	3,533
Child and Family Services of Western Manitoba	2,526	2,948	3,458
Jewish Child and Family Service	974	1,150	931
Churchill Child and Family Services	643	511	477
Eastman Region	5,654	4,843	4,985
Interlake Region	1,975	2,087	1,876
Parkland Region	349	366	267
Northern Region – Norman	2,659	2,707	2,500
Northern Region – Thompson	689	729	1,093
Sub-Total	**$ 80,603**	**$ 86,690**	**$ 97,336**
Métis Child and Family Services Authority/Agencies			
Métis Child and Family Services Authority	$ 7,208	$ 12,993	$ 14,034
Metis Child, Family and Community Services	23,009	29,082	33,975
Michif Child and Family Services[2]	–	–	1,825
Sub-Total	**$ 30,217**	**$ 42,075**	**$ 49,834**
Directorate Programs	**$ 4,571**	**$ 5,181**	**$ 8,118**
MANDATED AGENCIES SUB-TOTAL	**$257,665**	**$291,892**	**$341,614**
Treatment Centres – Grants	7,407	7,733	8,007
Residential Care	24,265	23,576	23,705
Other Agencies/Programs	11,612	11,666	10,820
Changes for Children – External Review	18,934	19,575	10,472
TOTAL	**$319,883**	**$354,442**	**$394,618**

[1] Nikan Awasiak Agency – located in Cross Lake, Manitoba received its mandate on October 1, 2011.

[2] Michif Child and Family Services – located in The Pas, Manitoba received its mandate on October 1, 2011



Calculations are based on the 2011-12 funding for both federal and provincial full-time equivalent positions provided by the child and family services funding model.

Family Violence Prevention Program

Objectives

- To promote the elimination of intimate partner violence through the development of, and support for, a continuum of community-based services.
- To provide policy and program direction, as well as funding, to specialized services for women, their children, and men caught in the cycle of family violence. These services are delivered by 34 community-based agencies across the province.

Responsibilities

- Provides grants, monitors, and evaluates agencies' financial operations to ensure accountability for public funds and to monitor service quality and delivery.
- Develops and implements policies and program standards for residential counselling and support services for women, children and men caught in the cycle of family violence.
- Provides program consultation and support to external agencies.
- Networks and advocates for domestic violence services and supports at the local, national and international level.
- Develops initiatives in partnership with government and community members to improve services and supports for those affected by domestic violence (i.e. Workplace Initiative to Support Employees on Family Violence).
- Works with inter-departmental and national partners to examine policy and legislative changes as needed.

Activities/Highlights in 2011/12

- Expanded advertising for the existing domestic violence awareness campaign in November 2011 to include interior city bus posters and features in Northern Manitoba community newspapers.
- In keeping with Family Violence Prevention Program's (FVPP) efforts to implement security features at funded agencies, security cameras and monitors were installed at three Residential Second Stage Programs and four other programs in Winnipeg (The Laurel Centre, Men's Resource Centre, Wahbung Abinoonjiiag, A Woman's Place). These improvements increase client and staff safety and facilitate evening and weekend counselling services.
- In partnership with Manitoba Status of Women and Manitoba Justice, continued to provide domestic violence training to workplaces in the private and public sector under the *Workplace Initiative to Support Employees* (WISE) on Family Violence. Over 650 participants have received training since 2009.
- Coordinated technology safety training for all funded agencies (54 participants at 5 sessions) and partnered in the delivery of technology training to Manitoba Justice and law enforcement personnel (100 attendees at 2-day conference).
- Coordinated and hosted an annual meeting for shelters in December 2011 and coordinated an annual meeting for women's resource centres in May 2011.

- Partnered in the development of the SafePet Program, which facilitates the care of pets by Winnipeg Humane Society volunteers while people leaving abusive relationships make alternate arrangements or acquire a safe home in which to live.
- Following training provided to FVPP-agencies on bed bug prevention in 2010/11, FVPP worked with Manitoba Housing to distribute mattress covers to all shelters.
- Began the development of a comprehensive multi-year domestic violence strategy, called *Safer Today, Stronger Tomorrow,* and launched public consultations to gather information on how to improve prevention efforts and services for those affected by domestic violence.
- Provided new annualized funding to support the Men Are Part of the Solution (MAPS) program which provides counselling to men with abusive behaviour in Thompson, Manitoba ($104.0).
- Provided new annualized funding to support the Survivor's Hope Crisis Centre (SADI Program) which provides public education workshops on healthy relationships to students in Eastern Manitoba ($40.0).
- Provided one-time funding to support the 'What if She Was Your Daughter?' campaign focused on missing and murdered Aboriginal women ($43.0).
- Provided a one per cent increase to all agencies, effective November 1, 2011.
- Consulted on an amendment to *The Residential Tenancies Act* to ensure that tenancy agreements are not a barrier to victims who want to leave violent situations. The legislation received Royal Assent in June 2011.
- Consulted on the development of a Consumer Affairs' publication, *Moving On and Managing Your Money: An Information Guide for Domestic Violence Survivors.*
- Continued to provide training opportunities for staff and board members of FVPP funded agencies through the provision of annualized funding for training to each agency, and opportunities for free training via the department's Board Development Strategy with the Agency Accountability and Support Unit.
- Continued to contract with a clinical consultant with the capacity to assist FVPP-funded agencies across the province as they deal with complex client cases (122 contacts in 2011/12), as well as provide counselling-related training (35 participants attended 3 sessions in 2011/12).
- Continued to provide ongoing consultation with service providers regarding policy issues and specific operational matters, and provided assistance with complex client issues.
- Continued the ongoing monitoring of FVPP-funded agencies through annual or semi-annual site visits and annual Agency Program Consultations and Agency Adherence Reviews in support of services to women, children and men caught in the cycle of violence.
- Requested agency audit reviews as necessary, and worked closely with agencies to implement recommendations.
- Continued to ensure that all funded agencies have current, signed contracts/Service Purchase Agreements and corresponding program standards manuals; and monitored accountability of all agencies.

- Continued to work with key community stakeholders and other relevant government departments to identify existing gaps in services and develop local program responses.

Range of Services

Women's Resource Centres
Nine Women's Resource Centres provide individual counselling, information and referral, outreach and support groups to women affected by domestic violence, as well as educational programs, volunteer training and community development activities. Children's programming for those affected by domestic violence is also available.

- Fort Garry Women's Resource Centre Inc.
- Interlake Women's Resource Centre Inc.
- Lakeshore Women's Resource Centre Inc.
- North End Women's Centre Inc.
- Pluri-elles Manitoba Inc.
- Snow Lake Centre in Family Violence Inc.
- Swan Valley Crisis Centre Inc.
- The Western Manitoba Women's Regional Resource Centre Inc.
- Women's Safe Haven/Resource Service Inc.

Women's Shelters
Ten Women's Shelters provide safe, emergency accommodations and supportive counselling to women and their children who are victims of family violence.

- Eastman Crisis Centre Inc.
- Ikwe-Widdjiitiwin Inc.
- Nova House Inc.
- Osborne House Inc.
- Parkland Crisis Centre Inc.
- Portage Family Abuse Prevention Centre Inc.
- South Central Committee on Family Violence Inc.
- The Pas Committee for Women in Crisis Inc.
- Thompson Crisis Centre Inc.
- Westman Women's Shelter - YWCA Brandon

Information/Crisis Lines
A provincial toll-free information/crisis line (1-877-977-0007) offers an accessible source of information and support for individuals seeking assistance due to violence in their families or in the families of someone they are concerned about.

Residential Second-Stage Housing Programs
Four Residential Second-Stage Housing Programs offer safe, protective, affordable long-term housing and services for women leaving an abusive relationship who have extensive needs. These programs also provide comprehensive emotional and practical support including individual and group counselling, parenting support and information. Children's counselling is also available.

- Alpha House Project Inc.
- L'Entre-temps des Franco-Manitobaines Inc.
- Samaritan House Ministries Inc.
- Women in Second-Stage Housing Inc. – W.I.S.H.

Urban Support Programs

Six Urban Support Programs provide individualized counselling, open and closed support groups, longer-term counselling services, training to other service providers and public education.

- Spirit of Peace Program - Ma Mawi Wi Chi Itata Centre Inc.
- Family Violence Counselling Program - NorWest Co-op Community Health Inc.
- Immigrant Women's Counselling Services - NorWest Co-op Community Health Inc.
- A Woman's Place: Domestic Violence Support and Legal Service - NorWest Co-op Community Health Inc.
- The Laurel Centre Inc.
- Men Are Part of the Solution Inc. (MAPS)

Specialized Programs

Eight Specialized Programs, including Supervised Access Services, Couples Counselling, Men's Resource Centre and programs for men and children affected by family violence.

- Couples Counselling Project - University of Manitoba
- Men's Resource Centre - The Laurel Centre
- Winnipeg Children's Access Agency Inc.
- Brandon Access/Exchange Services
- Couples Counselling Program - YWCA of Brandon
- Men's Program - The Counselling Centre
- Wahbung Abinoonjiiag Inc.
- Survivor's Hope Crisis Centre Inc. (SADI Program)

09-4 C Family Violence Prevention

Expenditures by Sub-Appropriation	**Actual 2011/12 $000**	**FTE**	**Estimate 2011/12 $000**	**Variance Over/(Under)**	**Expl. No.**
Total Salaries and Employee Benefits	503	9.00	637	(134)	1
Other Expenditures	80		93	(13)	
External Agencies	11,956		12,369	(413)	
Total Expenditures	12,539		13,099	(560)	

1. The variance is primarily attributable to position vacancies.

Number of Clients Served by Women's Resource Centres
2009/10 to 2011/12

	2009/10	2010/11	2011/12
Women *	46,592	47,278	41,126
Children	211	160	201
Total*	**46,803**	**47,438**	**41,327**

* *Includes information/referral, and counselling clients.*

Number of Individual Counselling Sessions – Women's Resource Centres
2009/10 to 2011/12

	2009/10	2010/11	2011/12
Women	5,406	5,173	5,155
Children	1,118	1,105	948
Total	**6,524**	**6,278**	**6,103**

Number of Residential Bednights - Women's Shelter Services
2009/10 to 2011/12

Type of Agency	2009/10	2010/11	2011/12
Shelters	**38,738**	**36,542**	**39,242**
Women's Resource Centres	**2,137**	**1,471**	**3,204**
Total	**40,875**	**38,013**	**42,446**

Number of Clients Served by Shelters
2009/10 to 2011/12

Type of Service	2009/10	2010/11	2011/12
Crisis Intervention:			
Residential	1,336	1,278	1,399
Non-residential	688	882	739
Children's Counselling*	1,498	1,417	1,648
Follow-Up Counselling	501	592	628
Total	**4,023**	**4,169**	**4,414**

* *Children's Counselling includes residential and non-residential services.*

Number of Calls Received by Shelter Crisis/Information Lines
2009/10 to 2011/12

Agency	2009/10	2010/11	2011/12
Winnipeg Shelters*	6,871	6,230	5,739
Rural Shelters	6,054	5,694	6,060
Total	**12,925**	**11,924**	**11,799**

* *Winnipeg shelters includes Osborne House and Ikwe Widdjiitiwin which were previously reported separately. Figures have been restated to accurately reflect Winnipeg and Rural reporting.*

Number of Clients Served by Interim Housing and Residential Second-Stage Programs
2009/10 to 2011/12

Type of Program	2009/10	2010/11	2011/12
Interim Housing*	233	179	235
Long-Term Second Stage	118	157	151
Total	**351**	**336**	**386**

* *Includes women and children in Shelter Interim Housing.*

Number of Residential Bednights for Interim Housing and Residential Second-Stage Programs
2009/10 to 2011/12

Type of Program	2009/10	2010/11	2011/12
Interim Housing*	17,478	17,108	21,157
Long-Term Second Stage	15,957	18,003	20,098
Total	**33,435**	**35,111**	**41,255**

* *Includes women and children in Shelter Interim Housing.*

Number of Clients Accessing Urban Support and Specialized Programs
2009/10 to 2011/12

	2009/10	2010/11	2011/12
Urban Support	2,400	1,501	1,581
Specialized	2,356	1,568*	1,202

* *New admissions were delayed in two specialized programs to allow for a transfer of administrative responsibilities for these programs to new agencies.*

History of Funding to External Agencies by Type of Service ($000s)

Category	2009/10	2010/11	2011/12
Shelters	$5,260	$5,303	$5,368
Fee Waiver	53	71	68
Facility Cost	755	763	782
Per Diem	1,055	975	986
Shelter Sub-Total	7,123	7,112	7,204
Second Stage	553	553	555
Urban Support Program	1,749	1,234*	1,343*
Women's Resource Centres	1,737	1,737	1,744
Lavoie Inquiry Initiatives	1,042	1,042	1,110
Total	**$12,204**	**$11,678**	**$11,956**

* *Evolve program funding transferred to Manitoba Health.*

Community Service Delivery Division

Divisional Goals

- To continue to manage and enhance the existing Integrated Service Delivery (ISD) system to better address the needs of Manitobans.
- To continue to improve the quality, efficiency and accessibility of income support and social services and benefits provided by the department.

Divisional Responsibilities

- Coordinates and delivers programming offered by the department to the public. Under the ISD model, a key feature is regional coordination where staff and caseloads are aligned to six regions throughout rural and northern Manitoba and seven community areas in Winnipeg.
- Delivers the province's income assistance programs and related employment-focused supports on behalf of Manitoba Entrepreneurship, Training and Trade (ETT). Although statutory responsibility and funding for Employment and Income Assistance (EIA) and market*Abilities* was transferred to ETT, the division continues to administer the benefits at the community level. The two departments have agreed to maintain the delivery of EIA and market*Abilities* within the ISD model to ensure the continuity and accessibility of the services.
  - Over the next year, the two departments will identify opportunities to restructure the income assistance and market*Abilities* systems in line with the new organizational structure, which will maximize training and employment opportunities for all Manitobans, as well as ensure appropriate financial and social supports for those who need them.
- Delivers most of the department's social services for children with disabilities, for adults with mental disabilities, and for children and their families.
- Delivers the province's income support benefits on behalf of ETT, housing benefits on behalf of Manitoba Housing and Community Development, and benefits for children in care of the department.
- The division operates through six branches:
  - Service Delivery Support
  - Rural and Northern Services
  - Winnipeg Services
  - Provincial Services
  - Manitoba Developmental Centre
  - Winnipeg Child and Family Services

Service Delivery Support

Objectives

- To provide policy, cross-program and program expertise to support service delivery management and staff in both Rural and Northern Services and Winnipeg Services.

- To provide leadership, coordination and support in the event of an emergency or disaster.
- To provide continual department-wide services to citizens in the event of a business disruption.
- To lead the department's Workplace Safety and Health Program.

Responsibilities

- Provides day-to-day policy, cross-program and program expertise to service delivery staff and management across the province.
- Ensures that service delivery staff have up-to-date policy and program information.
- Supports program and policy development by ensuring that the service needs of citizens, as well as the field perspective, are communicated to the program divisions.
- Investigates and analyzes case-related and service delivery issues.
- Coordinates communication between program branches and the regional service delivery system.
- Assists service delivery staff in establishing and maintaining working relationships with partner agencies that provide services on the department's behalf.
- Manages processes for allocating, monitoring and tracking program funding allocated to regions and assists regions in the management of program budgets.
- Reviews and evaluates service delivery practices and workloads to support continuous improvement in service delivery.
- Provides business expertise to support integrated information technology initiatives.
- Identifies and responds to new trends and issues resulting from creating and implementing an integrated service delivery system.
- Provides technical support, "best-practice" guidance, and policy and legislative direction related to formal investigations to service delivery staff and management across the province.
- Responds to divisional requests for access to information and to privacy issues under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*.
- Coordinates training for divisional staff.
- Ensures an Emergency Social Services plan is in place and coordinates assistance to municipalities in the event of an emergency or disaster.
- Manages the Business Continuity Program and coordinates a department-wide response to all hazards including pandemics.
- Assists the department with compliance with *The Workplace Safety and Health Act* and Regulations, develops safety program manuals, acts as a direct link to all Workplace Safety and Health Committees, and provides ongoing staff training.
- Liaises with the department's Labour Programs Division to support agencies and provide immediate responses in the event of a serious incident in a workplace.

Activities/Highlights in 2011/12

- Facilitated and supported the implementation of recommended changes arising from case reviews, inquests, audits and program reviews.
- Facilitated and supported the involvement of regional operations into policy development processes.
- Continued to strengthen the role of the provincial common tables in implementing integrated service delivery.
- Launched the Family Services Programs privacy notification document *How We Protect Your Privacy* to the Winnipeg Services and Rural and Northern Services offices. *How We Protect Your Privacy* is a public document to inform citizens how their personal information will be collected, shared and protected across programs.
- Continued to be responsible for responding to divisional requests for access to information and to privacy issues under *The Freedom of Information and Protection of Privacy Act* and *The Personal Health Information Act*.

Policy, Cross-Program and Program Expertise

- Continued to provide leadership through a joint Autism Spectrum Leadership Group with representation from Manitoba Family Services and Labour, Manitoba Health, and Manitoba Education, the Autism Society of Manitoba, Aspergers Manitoba Inc., and Manitoba Families for Effective Autism Treatment. The Group is developing a plan to implement the Thrive! Five-Year Autism Strategy.
- Continued to collaborate with the Disability Programs and Early Learning and Child Care Division with the roll out of the "Information for Manitobans with Disabilities" web-based information tool.
- Collaborated with the Disability Programs and Early Learning and Child Care Division and field operations in the development of a new summer gap policy for the Children's disABILITY Services Program.
- Collaborated with the provincial training team in the provision of Integrated Financial and Case Tracking (InFact) training for Children's disABILITY Services program managers.
- Continued to provide clinical support and complex case consultation to the regions.
- Continued to attend complex case reviews with Winnipeg Child and Family Services as requested.
- Continued to support the implementation of *Family Choices: Manitoba's Five-Year Agenda on Early Learning and Child Care.* (For further information regarding *Family Choices,* please refer to the specific program section under the Disability Programs and Early Learning and Child Care Division.)
- Continued to support child care facilities through the development and implementation, including monitoring the compliance, of facility-based codes of conduct and safety plans required under the Child Care Safety Charter.
- Continued to support the implementation of tools to evaluate the quality of programs at child care facilities: the Early Childhood Environmental Rating Scale Revised Edition, the Infant/Toddler Environmental Rating Scale Revised Edition, and the curriculum framework.

- In collaboration with Manitoba Early Learning and Child Care and other regulatory bodies, reviewed the national and provincial Fire and Building Codes related to the expansion and new building of child care facilities.
- Conducted a review of Winnipeg Services and Rural and Northern Services Inclusion Support Program budget to improve the budget process and increase accountability.
- Collaborated with Disability Programs and Early Learning and Child Care Division, Provincial Services and Community Service Delivery staff to develop a comprehensive training strategy for supervisors, managers and child care coordinators.
- Continued to provide clinical supervision and support to regional behaviour specialists and psychologists, including behavioural psychology services, Fetal Alcohol Outreach and Autism Community Outreach and child care behaviour specialists.
- Assumed clinical caseloads in Rural and Northern regions for adults and children with mental disabilities as the need arose.
- Continued the ongoing review of psychology, fetal alcohol, and autism clinical support services throughout the province.
- Continued to offer support in transitioning individuals from the Manitoba Developmental Centre to community placements and in developing community capacity to support individuals with complex/multiple needs.
- In collaboration with the Disability Programs and Early Learning and Child Care Division, continued to develop procedural guidelines for In the Company of Friends.
- Participated in planning the implementation of Manitoba's Youth Suicide Prevention Strategy.
- Continued to support the operationalization of Winnipeg, Rural and Northern Child and Family Services. Refined the communications protocol to ensure the coordination of requests and responses among Winnipeg, Rural and Northern Child and Family Services and the Child Protection Branch, Child and Family Services Division.
- Chaired the Winnipeg Child and Family Services Case Recording Working Group, and completed the development of a case recording package consistent with Child and Family Services standards.
- Continued to lead the Winnipeg Child and Family Services monthly Complex Case Review Committee through actively organizing cases to be reviewed, chairing meetings and distributing information and decisions.
- Collaborated with the General Child and Family Services Authority in the development of training modules pertaining to the General Child and Family Services Authority Practice Model that integrates research-based Structured Decision Making® tools and "Signs of Safety" tools and techniques.
- Assisted in the establishment of an evaluation framework for the General Child and Family Services Authority Practice Model.

- Assisted in the establishment of an evaluation framework for the Winnipeg Child and Family Services Reunification Program and Structured Decision Making® Family Reunification Assessment tool pilot project to support changes to the Reunification Program's new practice model.
- Assisted in the completion of the General Child and Family Services Authority Family Assessment Review in Eastman Region.
- Conducted Alternate Dispute Resolution processes on behalf of Rural and Northern Child and Family Services.
- Continued to participate on the General Child and Family Services Authority Children in Care sub-committee.
- Continued to participate in the development of a protocol between the Employment and Income Assistance program, Manitoba Entrepreneurship, Training and Trade and the department's Community Living disABILITY Services program to address equipment needs and essential building modifications in support of vulnerable persons living in community residences or private homes.
- In collaboration with Cross-Departmental Coordination Initiatives and Manitoba Entrepreneurship, Training and Trade, continued to support the implementation of the Portable Housing Benefit designed to support Employment and Income Assistance participants with mental health concerns in establishing housing stability.
- Continued to support Manitoba Entrepreneurship, Training and Trade's Recreational Opportunities for Children pilot project that aims to enhance the overall well-being of Employment and Income Assistance families, involved with JobConnections, through sustainable recreation at four provincial sites: Downtown and Point Douglas Community Areas in Winnipeg and the Eastman and Central regions in rural Manitoba.
- Continued to participate with Manitoba Entrepreneurship, Training and Trade in the ongoing Mental Health Commission of Canada's Housing Project that focuses on acquiring adequate housing for persons with a mental health disability.
- In collaboration with Manitoba Entrepreneurship, Training and Trade, and with the Policy and Planning Branch, completed the evaluation of the JobConnections pilot project for testing an intensive case management model for multi-barriered service recipients and the Outcomes Assessment that is the tool developed to support integrated service delivery.
- In collaboration with the Manitoba Entrepreneurship, Training and Trade:
  - continued to review and revise Employment and Income Assistance printed materials to ensure the printed materials are clear, concise, current, and explain the program participants' responsibilities and benefits that may be available to them;
  - continued to work on revising the Employment and Income Assistance pre-intake orientation process and policies to ensure the process is transparent, available online and accessible to all program participants; and
  - prepared to launch the policy outlining the provision of appropriate Employment and Income Assistance supports for victims of human trafficking or persons who have been identified as victims of exploitation.

- Continued to work with Manitoba Entrepreneurship, Training and Trade to:
  - enhance the collection of data by integrating market*Abilities* into the Integrated Financial and Case Tracking (InFact) application; and
  - update the market*Abilities* Program Manual.
- Continued to work with Manitoba Entrepreneurship, Training and Trade and Winnipeg Services staff to develop a market*Abilities* caseload prioritization strategy.
- In collaboration with the Manitoba Entrepreneurship, Training and Trade, continued to address and implement recommendations outlined in the Ombudsman Report on the Employment and Income Assistance (EIA) Program as it relates to the investigative process:
  - developed clear and concise policy;
  - created an updated investigations manual for consistent practice by investigators;
  - continued to explore staff training to ensure investigators possess all necessary tools for effective job performance; and
  - implemented changes to standardize data entered in the Investigations Tracking System.
- In collaboration with the Disability Programs and Early Learning and Child Care Division, developed enhanced protection training for the Community Living disABILITY Services Program.
- Created a new tracking database of Community Living disABILITY Services protection investigations for statistical purposes and trend analysis.
- Continued to collaborate with representatives from various departments to assist with the coordination of efforts for tenants of the White Horse Village Mobile Home Park. Provided coordination and financial assistance associated with tenant relocation in view of the failing infrastructure and the landlord's inability to maintain the park as a viable option.
- Engaged community partners in a revitalization initiative in the Point Douglas area. Building on the Lord Selkirk Park Housing Redevelopment/Revitalization, the Point Douglas Revitalization Initiative has brought government and the community together in the development of a Community Leadership Council. The council is a joint government-community planning, priority-setting and problem solving table for collaborative service delivery. The council will oversee the implementation of the joint government-community vision and plan that will support a service delivery model that better addresses local needs while building community capacity and improving the sustainability and outcomes of service delivery in identified neighbourhoods. At the forefront of the plan is the development of expert working groups that will focus on various initiatives, such as an integrated service delivery joint case management model, and education initiatives supporting early childhood, attendance, and graduation rates, and addictions and mental health service coordination.
- Continued to update the Direct Service Workers Orientation Manual.
- Updated and disseminated the Manual for the Management of the Direct Service Workforce.

- Supported the negotiation process to renew the Direct Service Workers Collective Agreement, and continued to support the negotiation process as this workforce's Collective Agreement expired on March 25, 2011.

Staff Training

- In collaboration with departmental and system stakeholders, continued to develop, coordinate and implement the annual divisional training plan with a strategic focus on community service.
- Implemented various orientation sessions, training sessions and cross-learning opportunities for staff/managers in response to divisional needs and priorities, such as integrated service delivery practices.
- Collaborated with other departmental partners and external resources to offer orientation, training and developmental opportunities for a combined total of over 1,885 staff.
- Assisted in the delivery of community engagement orientation sessions for management and staff in service delivery regions and community areas, and as part of corporate orientations for newly-hired departmental staff.
- Continued to prioritize the delivery of Freedom of Information and Protection of Privacy and Personal Health Information orientation sessions for management and staff in service delivery regions and community areas, and as part of corporate orientations for newly-hired departmental staff.
- In response to an identified need to expand the relational and conflict resolution skills of regional service delivery staff, delivered chapters of the Mandt System® in Winnipeg Services and in Rural and Northern Services through the completion of 37 training sessions. The Mandt System® is an accredited staff development and training program.
- Participated as a member of the department-wide Plain Language Working Group, which provided Working with Communications Services Manitoba training sessions to 72 departmental staff.
- Provided on-site mentoring support to 65 staff and managers across Winnipeg Services, resulting in 181 individual staff mentoring sessions in Employment and Income Assistance. On behalf of Manitoba Entrepreneurship, Training and Trade, the Employment and Income Assistance mentor responded to 391 Employment and Income Assistance related inquiries and questions from staff and managers.

Emergency Social Services

- Coordinated, facilitated and led the Emergency Social Services planning with host communities and at-risk municipalities in anticipation of the Manitoba Flood 2011.
- Led the Emergency Social Services response to the Manitoba Flood 2011.
- Provided additional training to existing staff to increase the Branch's capacity to respond to an emergency or assist with business continuity planning.
- Coordinated staff deployments to St. Laurent, Brandon, Souris and Morris to coordinate the evacuation of these heavily flooded areas.
- Continued to support and coordinate the delivery of Emergency Social Services with regional involvement.

- In collaboration with the Emergency Measures Organization, developed and refined policies and procedures for provincial disaster recovery operations.
- Updated the provincial Emergency Social Services Training materials.
- Facilitated Emergency Social Services training to 200 individuals from 41 municipalities and to 15 departmental staff.
- Participated on and contributed to a national committee (Council of Emergency Social Services Directors) dealing with the establishment of a national framework on Emergency Social Services.
- Participated in a review of the National Emergency Stockpile System.
- Participated on the interdepartmental and multiple agency committees established by the Manitoba Emergency Measures Organization on Flood and Forest Fire Annexes to the Manitoba Emergency Plan.
- Co-chaired the Partners in Disaster Committee.
- Participated on the Recovery/Psychosocial Steering Committee for the Manitoba Flood 2011.
- Chaired the provincial Evacuation Committee.

Business Continuity Program

- In collaboration with Manitoba Infrastructure and Transportation, Manitoba Finance, and the Employment and Income Assistance program, Manitoba Entrepreneurship, Training and Trade, coordinated a postal disruption response.
- Facilitated divisional management teams in updating the continuity plans for all functional areas of the department.
- Conducted five business continuity program presentations for departmental service providers, including transitional housing organizations and Child and Family Services agencies.
- Organized and delivered an Awareness Week promotion to engage departmental staff in business continuity planning.
- In collaboration with the Winnipeg Regional Health Authority, piloted business continuity planning templates for Winnipeg Integrated Services.
- Tested the functionality and viability of vendor supplied continuity planning emergency notification software for the Government of Manitoba.
- As part of the Government of Manitoba Business Continuity Program Working Group, organized training for coordinators to receive base level Business Continuity Management Certification.
- Initiated a detailed examination of department-wide departmental vulnerabilities, dependencies and critical supply chain issues.
- Maintained the Business Continuity Program SharePoint site for 35 Government of Manitoba business continuity program coordinators.
- Upgraded the Incident Command Centre computers and maintained the centre's readiness status in the event of a business disruption.

Workplace Safety and Health Unit

- Assisted the department with compliance with *The Workplace Safety and Health Act* (W210) and Regulation (MR217/2006).
- Developed and maintained all aspects of the department's Workplace Safety and Health Program, including:
  - staff training
  - safety policies
  - safe work procedures
  - incident investigations
  - right to refuse work investigations
  - risk assessments
  - ergonomic assessments
  - workplace inspections
  - responding to improvement orders
  - contractor safety
- Continued to provide workplace safety and health training, including the fundamentals of:
  - workplace safety and health
  - incident investigations
  - right to refuse work
  - risk assessments
  - safe committee basics
  - ergonomic assessments
  - workplace inspections
  - bed bugs
- Worked with appropriate teams and committees, such as the Winnipeg Regional Health Authority Occupational and Environmental Safety and Health Unit for Winnipeg Integrated Services, and regional management and employee teams for Rural and Northern Services.
- Responded to Improvement Orders issued by Workplace Safety and Health and completed assessments to identify workplace safety and health hazards.
- Continued to develop Workplace Safety and Health Program Manuals including site specific Safe Work Procedures, such as a Winnipeg Integrated Services manual, in conjunction with the Winnipeg Regional Health Authority Occupational and Environmental Safety and Health Unit.
- Continued to provide guidance, support and training for departmental Workplace Safety and Health Committees: 17 committees in Rural and Northern Services, and 14 committees in Winnipeg Integrated Services in conjunction with the Winnipeg Regional Health Authority Occupational and Environmental Safety and Health Unit.
- Worked cooperatively with the Winnipeg Regional Health Authority Occupational and Environmental Safety and Health Unit to revise the Safety Assessment Form Tool (SAFT) that assesses risk and identifies appropriate safe visit plans for staff when working alone in clients' homes.

Emergency Placement Resources Workplace Safety and Health Committee

- Created Safety Plans and Risk of Aggression Processes to respond to identified high-risk situations and to meet the specific needs of high-risk participants.
- Provided training for committees to carry out legislated duties in accordance with *The Workplace Safety and Health Act*. Created and implemented specific training to this committee to meet the needs of Emergency Placement Resources.
- Completed 61 inspections for the Emergency Placement Resources.
- Created Safe Work Procedures and completed training on nine of the Safe Work Procedures. A further training calendar has been determined.
- Established a consistent training schedule for Fundamentals of Workplace Safety and Health and Safe Work Procedures.
- Established solid relationships with purchase service agencies and have included their staff in Emergency Placement Resources training.

114 Garry Street Workplace Safety and Health Committee

- Created, distributed and evaluated a staff Violence in the Workplace survey.
- Coordinated a security audit for 114 Garry Street.
- Created and completed a Risk Assessment for 114 Garry Street.
- Created Safe Work Procedures.

09-5 A Service Delivery Support

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	3,569	43.00	2,647	922	1
Total Other Expenditures	4,961		4,479	482	
Total Expenditures	8,530		7,126	1,404	

1. The variance is primarily due to expenditures associated with the Workplace Safety and Health Unit, and the ongoing Integrated Service Delivery and Support activity.

Rural and Northern Services

Objectives

- To deliver most of the department's social services programs to eligible Manitobans in rural and northern regions of the province as follows:
  - Children's disABILITY Services
  - Community Living disABILITY Services
  - Early Learning and Child Care
  - Family Conciliation (only in Westman, Parkland and Northern regions)
  - Child and Family Services (only in Eastman, Interlake, Parkland and Northern regions)

- To deliver income assistance and employment-focused supports on behalf of Manitoba Entrepreneurship, Training and Trade to eligible Manitobans in rural and northern regions of the province as follows:

  - Employment and Income Assistance
  - market*Abilities*

In addition:

- To provide supports for Emergency Social Services and provide assistance to municipalities in the event of an emergency or disaster.

  Services are delivered in the following regions:

  - Central
  - Eastman
  - Interlake
  - Northern
  - Parkland
  - Westman

Responsibilities

- Provides Employment and Income Assistance on behalf of Manitoba Entrepreneurship, Training and Trade, to Manitobans in need.
- Provides support to adults with mental disabilities and their families, to assist adults with mental disabilities to live in the community in the least restrictive manner possible.
- Delivers market*Abilities* programs on behalf of Manitoba Entrepreneurship, Training and Trade, to adults with mental, physical, psychiatric or learning disabilities.
- Provides services and supports to families of children who have a developmental or physical disability.
- Provides support to child care facilities to meet established standards of care and ensures financial support for eligible families.
- Provides preventative services to families to promote the well-being of the family unit through education and community development activities.
- Delivers child protection services to children who are at risk of abuse or neglect, and provides support and protective services to children in care.
- Provides referral, conciliation, assessment and mediation services to families in dispute.
- Ensures Emergency Social Services plans are in place and provides assistance to local municipalities in the event of an emergency or disaster.
- Engages communities to share information, consult, and/or collaborate on needs, priorities, or issues related to service delivery.

Activities/Highlights in 2011/12

- Continued with the annual cycle of business planning in each region, which ties in with the annual Estimates process and the department's strategic planning process.

- Continued to further integrate the delivery of services to Manitobans eligible for more than one of the department's programs.
- Continued to participate in the Aboriginal Justice Inquiry-Child Welfare Initiative, by strengthening and further enhancing partnerships with agencies and their respective Authorities.
- Furthered the development and implementation of Differential Response Models for service delivery in child welfare.
- Participated with the General Child and Family Services Authority in the development and implementation of the General Child and Family Services Authority Practice Model to enhance our service response for families connected with Child and Family Services.
- Continued to train external agency staff on *The Vulnerable Persons Living with a Mental Disability Act* to establish a similar value base for assisting vulnerable persons.
- Continued to train staff and external partners, where applicable, with respect to legislation, policy and procedures to support and enhance service delivery.
- Continued to support and engage community partners regarding regional social service issues and in support of integrated service delivery.
- Continued to participate in and support the provincial Homelessness Initiative and the Cross-Departmental Coordination Initiatives.
- On behalf of Manitoba Entrepreneurship, Training and Trade, continued to deliver *Rewarding Work*, a multi-year strategy to help low-income working families remain in the workforce and assist Employment and Income Assistance participants in moving from welfare to work.
- Continued to support Manitoba Entrepreneurship, Training and Trade's Recreational Opportunities for Children pilot project that aims to enhance the overall well-being of Employment and Income Assistance families involved with JobConnections, through sustainable recreation at two sites in Winnipeg and two sites in rural Manitoba (in the Eastman and Central regions).
- Continued to support the regional development of Manitoba Entrepreneurship, Training and Trade's market*Abilities* projects, an initiative under *Rewarding Work* aimed at providing assistance for persons with disabilities to secure employment.
- Continued to develop and support the Children's Therapy Initiative, regional services and early years' coalitions.
- Continued to deliver an expanded Parent Education Program: *For the Sake of the Children* under the Family Conciliation Program.
- Continued to support the implementation of the Early Childhood Environmental Rating Scale Revised Edition, the Infant/Toddler Environmental Rating Scale Revised Edition, and the curriculum framework.
- Supported the implementation of *Family Choices: Manitoba's Five-Year Agenda for Early Learning and Child Care*.
- Delivered the department's response to the 2011 spring flood and other business continuity efforts.

09-5 B Rural and Northern Services

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	23,923	382.11	24,621	(698)	
Total Other Expenditures	4,156		3,878	278	
Total Expenditures	28,079		28,499	(420)	

Winnipeg Services

Objectives

- To deliver most of the department's social services programs to eligible Manitobans in Winnipeg (in partnership with the Winnipeg Regional Health Authority) as follows:
  - Children's disABILITY Services
  - Community Living disABILITY Services
  - Early Learning and Child Care
- To deliver income assistance and employment-focused supports on behalf of Manitoba Entrepreneurship, Training and Trade to eligible Manitobans in Winnipeg (in partnership with the Winnipeg Regional Health Authority) as follows:
  - Employment and Income Assistance
  - market*Abilities*
- To provide supports for Emergency Social Services and provide assistance to the City of Winnipeg in the event of an emergency or disaster.

  Services are delivered by staff teams in the following community areas:

  - River East/Transcona
  - Seven Oaks/Inkster
  - Point Douglas
  - Downtown
  - St. Boniface/St. Vital
  - River Heights/Fort Garry
  - St. James Assiniboia/Assiniboine South

The Branch also operates three city-wide service units:

- **The Centralized Services and Resources Unit** - Responsible for Residential Care Licensing, specialized support services, and the Provincial Special Needs Program, as well as for coordinating residential placements, day program services, respite, transportation services and behaviour specialist services and other resources for vulnerable children and adults across community areas.
- **The Employment and Income Assistance Centralized Services and Intake Unit** - Promotes job opportunities and manages assistance for applicants who do not have a disability and who have no dependent children.

- **Family Conciliation Services** - Provides referral, court-ordered assessment services, conciliation, and mediation services to families in dispute.

Responsibilities

- Provides Employment and Income Assistance on behalf of Manitoba Entrepreneurship, Training and Trade to Manitobans in need.
- Provides support to adults with a mental disability and their families, to assist adults with a mental disability to live in the community in the least restrictive manner possible.
- Delivers market*Abilities* programs on behalf of Manitoba Entrepreneurship, Training and Trade to adults with a mental, physical, psychiatric or learning disability.
- Provides services and supports to families with children who have a developmental or physical disability.
- Provides support to child care facilities to meet established standards of care and ensures financial support for eligible families.
- Provides referral, conciliation, assessment and mediation services to families in dispute.
- Ensures an Emergency Social Services plan is in place and provides assistance to the City of Winnipeg in the event of an emergency or disaster.
- Engages communities within each community area to share information, consult, and/or collaborate on needs, priorities, or issues related to service delivery.

Activities/Highlights in 2011/12

Winnipeg Integrated Services infrastructure development, in partnership with the Winnipeg Regional Health Authority:

- Continued to provide input into the department's annual planning process.
- Continued planning for new Access Centres in Nor'West and St. James, as well as planning for locating community area staff into their respective areas of St. Vital and Point Douglas.
- Participated in space and operational planning with Specialized Services for Children and Youth (SSCY) partners for the opening of the new integrated service centre. Winnipeg Services led the SSCY partners through a process to select a child care operator with an inclusion focus for the new site.

Work process improvements

Continued the implementation of integrated front-end processes to ensure that all walk-ins or call-ins are seen by on-call professional staff that have been trained in the basics of all the Winnipeg Regional Health Authority and Manitoba Family Services and Labour core programs at all co-located sites.

- Continued to build a well coordinated approach with the City of Winnipeg and the Employment and Income Assistance Program, Manitoba Entrepreneurship, Training and Trade, regarding investigations of rentals fraud.

- Planned the reorganization of centralized Employment and Income Assistance services to enhance employment and training supports for clients. Planned for the centralization of Employment and Income Assistance disability assessments to enhance consistency across the community areas.
- Participated in the planning for improved service integration and coordination between, Manitoba Entrepreneurship, Training and Trade, and Winnipeg Services Employment and Income Assistance service delivery, and employment and training focused community agencies to better serve Employment and Income Assistance participants accessing skills development and training in preparation for entry or re-entry into the labour market.
- Continued to support and engage the community partners regarding health and social services issues as part of integrated service delivery.

09-5 C Winnipeg Services

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	34,138	530.50	33,687	451	
Total Other Expenditures	4,797		4,122	675	1
Total Expenditures	38,935		37,809	1,126	

1. The variance is primarily due to increased non-discretionary costs associated with direct service such as the Accommodation Cost Recovery System, travel, and Winnipeg Regional Health Authority cost sharing regarding basic operational and janitorial services.

Provincial Services

Objectives

- To administer income and housing benefits throughout the province.
- To administer the delivery of Health Services benefits for Employment and Income Assistance participants and *Rewarding Work* Health Plan participants on behalf of Manitoba Entrepreneurship, Training and Trade and for children in care.

Responsibilities

- Provides assessment and processing of subsidies for the following programs:
  - Income Benefits:
    - Manitoba Child Benefit (on behalf of Manitoba Entrepreneurship, Training and Trade)
    - 55+ (on behalf of Manitoba Entrepreneurship, Training and Trade)
    - Child Care Subsidy
    - Children's Opti-Care Program (on behalf of Manitoba Entrepreneurship, Training and Trade)
  - Housing Benefits:
    - RentAid (on behalf of Manitoba Housing and Community Development)
    - School Tax Assistance for Tenants 55 Plus (on behalf of Manitoba Housing and Community Development)

    - Rent Supplement Program (tenant specific) (on behalf of Manitoba Housing and Community Development)
    - *Rewarding Work* Rent Allowance (on behalf of Manitoba Entrepreneurship, Training and Trade)
    - Portable Housing Benefit (on behalf of Manitoba Housing and Community Development)

- Provides assessment and authorization for the delivery of Health Services benefits for Employment and Income Assistance participants (on behalf of Manitoba Entrepreneurship, Training and Trade) and for children in care in accordance with approved fee schedules and/or letters of understanding.
- Provides assessment and authorization for the *Rewarding Work* Health Allowance (on behalf of Manitoba Entrepreneurship, Training and Trade) for former Employment and Income Assistance participants who have secured employment.
- Responds to citizen inquiries for general and program information about Employment and Income Assistance on behalf of Manitoba Entrepreneurship, Training and Trade.

Provides assessment and authorization for the Primary Caregiver Tax Credit Program to participants of the Community Living disABILITY Services Program and Children's disABILITY Services.

Activities/Highlights in 2011/12

- Provided direct services to over 41,314 citizens across the province. (For further information and statistics, please refer to the specific program in the Disability Programs and Early Learning and Child Care Division section of the Manitoba Family Services and Labour Annual Report and in the Labour Market Skills and Employment and Income Assistance Division section of the Manitoba Entrepreneurship, Training and Trade Annual Report.)
- Provided funding for health services for 56,560 Employment and Income Assistance participants (on behalf of Manitoba Entrepreneurship, Training and Trade) and for children in care.
- Processed approximately 53,321 claims for dental, optical, orthotic or chiropractic services for Employment and Income Assistance participants and Rewarding Work Health Allowance participants on behalf of Manitoba Entrepreneurship, Training and Trade and for children in care.
- Continued to build relationships with the community by offering orientation sessions and participating in community child care director meetings.
- Continued to be committed to search for and develop solutions to the challenges presented in providing services to Manitobans.
- Continued to support the Child Abuse Registry through the receipt, recording and processing of fees related to Child Abuse Registry self-checks.
- Continued to participate in the planning of the pilot project to replace the current Child Abuse Registry Point of Sale system.

09-5 D Provincial Services

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	2,297	52.50	2,604	(307)	
Total Other Expenditures	595		627	(32)	
Total Expenditures	2,892		3,231	(339)	

Manitoba Developmental Centre

Objectives

- To provide long-term resident-centred care, supervision and developmental programs for adults with a mental disability from all regions of Manitoba.
- To enhance the quality of life for Manitobans who reside at the Manitoba Developmental Centre (MDC) by focusing on resident-centred services and continuous quality improvement.

Responsibilities

- Provides long-term residential care and programs in accordance with the vision shared by staff, residents, family and the community and in accordance with accepted accreditation standards for group living services for residents with developmental disabilities.
- Provides services to MDC residents including medical, pharmaceutical, nursing, dental, physiotherapy, psychiatric, clinical nutrition, recreational, psychological, occupational therapy and audiology.
- Provides developmental program supports, including client assessment, communication, literacy, art, pottery, music, personal development programs, chaplaincy services and vocational training.
- Provides respite care and outreach services to assist community care providers in transitioning and maintaining residents discharged to the community.
- Explores opportunities for partnerships with community agencies to benefit the residents.
- Provides a variety of recreation and leisure services to adults with developmental disabilities living in the Central Region.
- Maintains positive relationships with families of residents and encourages families to actively participate in the residents' care.
- Provides orientation, training and ongoing education of staff targeted to MDC's distinctive competencies, the development of leadership consistent with a team-based model of service delivery and progressive developments in the operation of MDC.

Activities/Highlights in 2011/12

- Provided quality long-term resident-centred care and developmental programs to an average daily population of 261 residents.

- Completed Individual Planning for all residents as required by *The Vulnerable Persons Living with a Mental Disability Act.* All MDC residents have a current Individual Plan.
- Partnered with community agencies in the discharge of three residents to community placements. Two individuals were admitted to MDC.
- Accommodated various student practicums (18 nursing and health care aides, 1 speech, 1 physiotherapy, 1 occupational therapy, 1 health records and 2 work experiences).
- Continued the commitment to sustainable development. There were nearly 21 metric tonnes of product recycled in 2011/12.
- Expanded the Therapeutic Recreation Outreach Network (TRON) to provide a variety of recreation and leisure services to 120 adults with developmental disabilities living in the Central Region.
- Co-chaired the MDC Resident Transition Steering Committee the purpose of which is to provide direction and oversight to MDC resident transition activities related to the settlement of the Human Rights Complaint.
- Participated on the Advisory Committee on Long-Term Service Delivery at MDC and the related sub-committees of Community Economic Development and Workforce Planning.
- Worked with Substitute Decision Makers, families and agencies to develop transition plans to assist MDC residents wishing to move to community placements.
- Implemented staffing schedules as per findings of the Circadian Project.
- Hired two registered nurses and one licensed practical nurse to address ongoing nursing shortages due to retirements and resignations.
- Three MDC staff were nominated for a Manitoba Family Services and Labour Achievement Award in the category of Excellence in Service Team, and one MDC staff was nominated and won in the category of Leadership.

Manitoba Developmental Centre Admissions and Separations

1996/97 to 2011/12

Fiscal Year	Opening Population	Admissions			Discharges			Deaths	Closing Population
		New	Re-Admission	Respite	Community	St. Amant	Respite Ended		
1996/97	532	4	2	0	6	4	0	10	**518**
1997/98	518	2	2	0	11	0	0	15	**496**
1998/99	496	0	0	0	6	0	0	8	**482**
1999/00	482	0	2	0	3	0	0	14	**467**
2000/01	467	3	1	0	5	1	0	11	**454**
2001/02	454	1	1	0	2	0	0	9	**445**
2002/03	445	3	1	0	12	0	0	15	**422**
2003/04	422	3	1	0	6	0	0	11	**409**
2004/05	409	2	2	0	5	2	0	11	**395**
2005/06	395	2	1	0	8	1	0	15	**374**
2006/07	374	2	1	1	10	0	1	11	**356**
2007/08	356	1	2	0	12	4	0	10	**333**
2008/09	333	0	1	0	9	1	0	10	**314**
2009/10	314	1	0	0	15	0	0	13	**287**
2010/11	287	0	0	2	5	1	2	15	**266**
2011/12	266	2	0	0	3	0	0	7	**258**

09-5 E Manitoba Developmental Centre

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12 $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	28,966	527.90	29,291	(325)	
Total Other Expenditures	2,606		2,832	(226)	
Less: Recoverable from other appropriations	(313)		(172)	(141)	1
Total Expenditures	31,259		31,951	(692)	

1. The variance is due to 2011/12 price and volume increases related to the laundry services provided for Boundary Trails Health Centre and Eden Mental Health Centre.

Winnipeg Child and Family Services

Objective

- To provide a comprehensive continuum of child protection and family support services in Winnipeg in accordance with *The Child and Family Services Act* and *The Adoption Act*.

Responsibilities

- Provides protection services to children at risk of abuse and neglect.
- Develops and provides basic and specialized placement services to meet the needs of children in care.
- Provides preservation and reunification services to families.
- Provides adoptive and post-adoptive services to children and families when reunification is no longer an option.
- Partners with the community to provide supportive and preventative services to families.

Activities/Highlights in 2011/12

Services to Children and Families

- In partnership with the General Child and Family Services Authority (GA), introduced the Structured Decision Making® system and the "Signs of Safety" practice model. The two models were combined and identified as the General Child and Family Services Authority Practice Model.
  - The Structured Decision Making® system is a model that includes assessments, definitions, and policies and procedures which assist caseworkers and other staff in performing intakes, investigations, and case planning by providing a consistent approach to obtaining and evaluating information.
  - All WCFS staff were trained on the Structured Decision Making® model and tools. Initiated mentoring of staff and supervisors on the implementation of the model and tools to assist with the transfer of learning.

  - The General Child and Family Services Authority Practice Model provides a practice approach that expands the investigation of risk to encompass 'signs of safety', which can be built upon to stabilize and strengthen the child's and family's situation.
  - During the past year, Winnipeg Child and Family Services (WCFS) and the GA have been developing the General Child and Family Services Authority Practice Model training modules which will be rolled out in the fall of 2012 after the Structured Decision Making® system has been fully put into daily practice.
- Developed a comprehensive eight-day orientation process for all newly hired staff members, which provides new staff members with training on the provincial standards, the General Child and Family Services Authority Practice Model, and the skills necessary to deliver protection and early intervention services.
- The Recording Committee finalized WCFS recording practices to be consistent with service standards. The recording package is consistent with the Structured Decision Making® model, and all staff were trained and are now using the new package.
- The next phase of Structured Decision Making® implementation will involve evaluating and piloting the Structured Decision Making® Reunification tools to enhance WCFS decision making related to reunifying families.
- Engaged in strategic planning to develop a centralized intake service to ensure an equitable balance of workload across community areas and to develop maximum caseloads for all social workers.
- The Family Enhancement Unit became a permanent program following evaluation of the Differential Response Pilot Projects. The Family Enhancement Unit provides intensive preventative planning with families and their support systems to prevent family disruption. The evaluation identified that families made significant progress in making changes to identified risk factors and reported strong satisfaction with the services provided. The evaluation highlighted the significance of the strength based, family-focused approach and the meaningful partnership with parents in planning as a highlight of the program.
- The Newcomers Unit continued to ensure protection and family support services to families and children, who have recently immigrated to Canada, in as holistic and culturally-sensitive a manner as possible, through partnerships developed with collateral organizations. The program was enhanced with an increase in staffing levels. WCFS continued to partner with many community agencies providing services to this population. WCFS has been working with Manitoba Immigration and Multiculturalism regarding training for staff members to enhance staff understanding and skills in providing culturally-sensitive services to new Canadians.
- Established an action team of WCFS, the GA, the All Nations Coordinated Response Network (ANCR) and several newcomer service organizations to engage and inform cultural communities and service organizations about the role of child welfare services.
- Worked with the Manitoba ENTRY Program to orient new Canadians to family life in Canada and the resources that are available to them.

- Through a dedicated team, WCFS continued to provide Perinatal Services to all Child and Family Services Authorities in Winnipeg to assist young women under the age of eighteen (and their partners) who are pregnant and/or parenting children. The program was enhanced with additional staffing. The program was nominated for the Manitoba Family Services and Labour Achievement Award in the category of Excellence in Service Team.
- Undertook a pilot project in conjunction with the GA and Winnipeg Housing Rehabilitation Cooperation to provide individual housing to three young mothers, as well as other individualized support services.
- Coordinated a Complex Case Committee with membership from the GA, the Community Service Delivery Division, the Child and Family Services Division, and the Manitoba Adolescent Treatment Centre.
- Partnered with the Aulneau Renewal Centre to pilot the use of a therapeutic attachment framework to facilitate reunification with parents with children in care due to substance abuse.
- Collaborated with the GA joint training coordinator to continue to develop a comprehensive training strategy that offers a broad range of training opportunities for managers, staff and foster parents.
- Provided field placement and opportunities for Bachelor of Social Work students from the University of Manitoba (Fort Garry and Selkirk Avenue campuses), St. Boniface College and Booth College. Reports from the university and the students described the experience as excellent and many students have gone on to become staff members.

Permanency Planning Program

- Partnered with the GA, Manitoba Housing and Community Development, and the Winnipeg Housing Rehabilitation Corporation to develop appropriate housing for youth entering into independent living and developed dedicated resources for youth through this partnership.
- Hosted quarterly Age of Majority celebrations for all youth exiting the care of WCFS, which provided youth with the opportunity to celebrate this significant milestone with their support networks. Each youth was honoured through speeches outlining their accomplishments and dreams and were provided with supper, entertainment, and a youth or young adult speaker.
- Provided enhanced supports to young adults on Extensions of Care as they transitioned to adulthood, which resulted in an increase in the number of young adults who were able to attend post-secondary education and secure permanent employment.
- Established a Prior Contact Check Program to provide case summaries and information from closed files to other child welfare agencies and to past clients. The service was regularly accessed by former wards who have requested and received detailed family and personal histories.
- Continued to develop processes with the Children's disABILITY Services Program to improve services for children in care with a disability by sharing information and

providing consultation. To support this measure, a caseload of children with complex medical needs was developed and assigned to one permanent ward worker who attends a Centralized Services team meeting on a regular basis.

- Continued involvement in the provincial adoption forum that identifies service issues and advocates for adoption to be considered as an important part of the service continuum.
- Established a committee with Community Living disABILITY Services to review children in care who will need adult system support, which resulted in better service planning and a more seamless transition of youth from care.
- Continued to participate on the Advisory Committee of VOICES (Manitoba Youth in Care Network) and assisted youth to attend post-secondary education through the Keith Cooper Scholarship Fund.

Resource Program in Support of Children and Families

- Continued a partnership with the GA and the WCFS Resources Development Committee to continue progress in the creation of new foster care and residential care resources. Developed a targeted recruitment strategy for developing foster homes based on an analysis of the ages and needs of children and youth requiring placement resources. A new foster care pamphlet was developed and is available in English and French to support attracting new foster parents.
- In conjunction with the GA, adopted the SAFE (Structured Analysis Family Evaluation) framework for licensing foster homes.
- In conjunction with the GA, started preparations to pilot PRIDE (Parent Resources for Information, Development and Education) as a training program for foster parents. In addition, the Specialized/Treatment Foster Care Advisory Committee hosted a full day of training that was attended by approximately 80 specialized foster parents to support youth transitioning into adulthood and to support abuse investigation processes.
- The WCFS Parent Training and Recognition Committee hosted several annual events to honour foster families and children in their care: the WCFS Foster Parent Appreciation dinner, Cookies with Santa, a Mother's Day tea, a Father's Day car wash and the Kids in Kare picnic.
- Partnered with Kildonan Common to develop a comprehensive and supportive Independent Living Program, for up to 15 adolescent females.
- Continued management of the Emergency Placement Resources system (including shelters, hotels and certain emergency foster home bed spaces) pending transfer to ANCR. Developed a strategy to implement a behavioural specialist position and training positions to enhance the provision of placement services. The positions will provide increased assessment and placement planning for high-needs youth and will assist with planning for transitioning to other placement resources.
- Maintained Emergency Placement Resources in-house trainers in the Mandt System® and in Non-Violence Crisis Intervention, to increase the ability to provide on-site training to staff members.

- Made further placement enhancements as part of a joint project with Emergency Placement Resources and Macdonald Youth Services "Purple Martin Program". Based on this success, continued discussion with the Knowles Centre to further augment emergency resources through the development of an additional eight beds for high/complex needs youth.
- Continued to manage all functions of the Family Support Program including a portion of in-home support services pending the transfer to ANCR. The Family Support Program was expanded with an additional family support coordinator and additional family support staff members.
- Through the Family Support Training Committee, identified areas where enhanced training is required for staff who provide direct service to children and families in their homes. Began staff training in the Mandt System® and in Mental Health First Aid.
- Reviewed and updated the Family Support Program Manual.
- The Volunteer Program had over 150 volunteers. One of the volunteer coordinators was the successful recipient of the Manitoba Family Services and Labour Achievement Award in the category of Spirit of Renewal.

Staffing (all WCFS programs)

- Participated as a member on the Family Services and Labour Renewal Committee, and actively engaged in the renewal strategies of developing staff learning plans at all levels of the Branch and supporting front line social work staff to attend Supervisor Competency-Based Training.
- Continued to support the work and activities of the Staff Engagement Working Group whose purpose is to improve morale through improvement strategies related to communication, staff engagement and inclusion in decision making.
- Continued to support the Diversity and Employment Equity Strategy through recruitment and hiring practices, and recruiting and hiring newly graduated social workers.

09-5 F Winnipeg Child and Family Services

Expenditures by Sub-Appropriation	Actual 2011/12 $000	FTE	Estimate 2011/12* $000	Variance Over/(Under)	Expl. No.
Total Salaries and Employee Benefits	18,200	289.80	17,417	783	
Total Other Expenditures	2,030		1,790	240	
Total Expenditures	20,230		19,207	1,023	

* *The 2011/12 Estimate reflects amounts as displayed in the printed Main Estimates as well as allocations from an Enabling Appropriation.*

Financial Information

REVENUE SUMMARY TABLE

Department of Family Services and Labour
Revenue Summary by Source ($000s)
For the year ended March 31, 2012 with comparative figures for the previous year

Actual 2010/11	Actual 2011/12	Increase/ (Decrease)	Expl. No.	Revenue Source	Actual 2011/12	Estimate 2011/12	Increase/ (Decrease)	Expl. No.
				Other Revenue				
20,754	20,030	(724)		Children's Special Allowance Recoveries	20,030	20,030	-	
8,718	9,308	590		Cost Recovery from Workers Compensation Board	9,308	10,399	(1,031)	
3,934	518	(3,416)	1	Fees	518	592	(74)	
1,542	1,581	39		Sundry	1,581	1,435	146	
31,504	31,437	(3,511)		Sub-Total	31,437	32,396	(959)	
				Government of Canada				
116	28	(88)	2	Supporting Families Initiative	28	-	28	3
185	185	-		Flin Flon Inspection Agreement	185	185	-	
301	213	(88)		Sub-Total	213	185	28	
35,249	31,650	(3,599)		**Total Revenue**	31,650	32,581	(931)	

. The variance is due to the transfer of the Mechanical and Engineering Branch to the Office of the Fire Commissioner April 1, 2011.
. The variance is the result of two different agreements.
. The variance is due to a Multi-Year Comprehensive Co-mediation project agreement finalized in September 2011 and effective April 1, 2011 to March 31, 2013.

FIVE-YEAR EXPENDITURE AND STAFFING SUMMARY TABLE

Department of Family Services and Labour
Five-Year Expenditure and Staffing Summary by Appropriation ($000s)

For the years ended March 31, 2008 - March 31, 2012 **Actual/Adjusted Expenditures***

	2007/08		2008/09		2009/10		2010/11		2011/12	
Appropriation	**FTE**	**$000s**	**FTE**	**$000s**	**FTE**	**$000s**	**FTE**	**$000s**	**FTE**	**$000s**
09-1 Administration and Finance	100.50	8,547	100.50	9,694	101.50	10,255	100.50	9,197	98.50	9,799
09-2 Labour Programs	204.50	17,580	213.30	19,177	226.10	19,382	226.10	19,477	194.10	16,939
09-3 Disability Programs and Early Learning and Child Care	81.00	298,316	77.00	332,794	77.00	371,314	76.00	398,006	77.00	427,464
09-4 Child and Family	115.50	272,823	115.50	312,881	115.50	345,845	111.50	378,563	112.50	419,693
09-5 Community Service Delivery	1,849.91	119,307	1,858.81	129,110	1,848.81	132,557	1,835.81	130,971	1,825.81	129,925
09-6 Costs Related to Capital Assets		4,586		4,249		4,098		3,947		3,826
Total Family Services and Labour	2,351.41	721,159	2,365.11	807,905	2,368.91	883,451	2,349.91	940,161	2,307.91	1,007,646

* *Adjusted figures reflect historical data on a comparable basis in those appropriations affected by a reorganization during the years under review.*

Family Services and Labour

Reconciliation Statement

Details	2011/12 Estimates $000
2011/12 Main Estimates	960,819
Allocation of Funds From: - Enabling Appropriations	879*
2011/12 Estimate	**961,698**

* *Provides for unbudgeted severance costs and workforce adjustments.*

EXPENDITURE SUMMARY TABLE

Department of Family Services and Labour
Expenditure Summary ($000s)

For the fiscal year ended March 31, 2012 with comparative figures for the previous year

Estimate 2011/12[a]	Appropriation	Actual 2011/12	Actual 2010/11[b]	Increase/ (Decrease)	Expl. No.
	09-1 Administration and Finance				
$37	(a) Minister's Salary	$37	$37	-	
	(b) Executive Support				
759	Salaries and Employee Benefits	757	750	7	
65	Other Expenditures	60	61	(1)	
	(c) Social Services Appeal Board				
365	Salaries and Employee Benefits	330	326	4	
83	Other Expenditures	78	78	-	
	(d) Disabilities Issues Office				
457	Salaries and Employee Benefits	452	418	34	
167	Other Expenditures	126	164	(38)	1
	(e) Policy and Planning				
1,179	Salaries and Employee Benefits	1,056	1,126	(70)	
258	Other Expenditures	272	305	(33)	
	(f) Financial and Administrative Services				
1,451	Salaries and Employee Benefits	1,516	1,612	(96)	
383	Other Expenditures	411	383	28	
	(g) Innovation, Information and Technology				
961	Salaries and Employee Benefits	763	626	137	2
1,715	Other Expenditures	1,703	1,286	417	3
	(h) Agency Accountability and Support Unit				
1,147	Salaries and Employee Benefits	1,059	933	126	
367	Other Expenditures	227	170	57	4
	(i) Manitoba Status of Women				
642	Salaries and Employee Benefits	562	538	24	
329	Other Expenditures	301	289	12	
100	Grants	89	95	(6)	
$10,465	**Total 09-1**	**$9,799**	**$9,197**	**$602**	

EXPENDITURE SUMMARY TABLE

Department of Family Services and Labour
Expenditure Summary ($000s)

For the fiscal year ended March 31, 2012 with comparative figures for the previous year

Estimate 2011/12[a]	Appropriation	Actual 2011/12	Actual 2010/11[b]	Increase/ (Decrease)	Expl. No.
	09-2 Labour Programs				
	(a) Divisional Administration				
$482	Salaries and Employee Benefits	$353	$451	($98)	5
132	Other Expenditures	130	127	3	
	(b) Research, Legislation and Policy				
578	Salaries and Employee Benefits	596	592	4	
66	Other Expenditures	61	64	(3)	
212	Grants	155	105	50	6
	(c) Conciliation and Mediation Services				
600	Salaries and Employee Benefits	611	624	(13)	
131	Other Expenditures	127	132	(5)	
	(d) Office of the Superintendent – Pension Commission				
412	Salaries and Employee Benefits	410	410	-	
150	Other Expenditures	95	168	(73)	7
	(e) Manitoba Labour Board				
1,306	Salaries and Employee Benefits	1,282	1,259	23	
449	Other Expenditures	456	464	(8)	
	(f) Workplace Safety and Health				
7,296	Salaries and Employee Benefits	6,668	6,548	120	
2,149	Other Expenditures	1,947	1,883	64	
20	Grants	10	-	10	8
	(g) Employment Standards				
2,817	Salaries and Employee Benefits	2,701	2,649	52	
581	Other Expenditures	663	535	128	9
	(h) Worker Advisor Office				
659	Salaries and Employee Benefits	538	512	26	
188	Other Expenditures	136	135	1	
	(i) Mechanical and Engineering				
-	Salaries and Employee Benefits	-	2,221	(2,221)	10
-	Other Expenditures	-	598	(598)	11
$18,228	**Total 09-2**	**$16,939**	**$19,477**	**($2,538)**	

EXPENDITURE SUMMARY TABLE

Department of Family Services and Labour
Expenditure Summary ($000s)

For the fiscal year ended March 31, 2012 with comparative figures for the previous year

Estimate 2011/12[a]	Appropriation	Actual 2011/12	Actual 2010/11[b]	Increase/ (Decrease)	Expl. No.
	09-3 Disability Programs and Early Learning and Child Care				
	(a) Strategic Initiatives and Program Support				
$1,627	Salaries and Employee Benefits	$1,298	$1,339	($41)	
274	Other Expenditures	317	310	7	
	(b) Disability Programs				
1,109	Salaries and Employee Benefits	1,238	1,090	148	
301	Other Expenditures	93	84	9	
249,005	Community Living disABILITY Services	269,048	247,185	21,863	12
26,439	Children's disABILITY Services	26,490	25,744	746	
	(c) Office of the Vulnerable Persons' Commissioner				
411	Salaries and Employee Benefits	403	436	(33)	
112	Other Expenditures	83	96	(13)	
	(d) Early Learning and Child Care				
1,997	Salaries and Employee Benefits	2,159	2,235	(76)	
1,122	Other Expenditures	1,207	934	273	13
135,098	Financial Assistance Grants	125,128	118,553	6,575	14
$417,495	**Total 09-3**	**$427,464**	**$398,006**	**$29,458**	

EXPENDITURE SUMMARY TABLE

Department of Family Services and Labour
Expenditure Summary ($000s)

For the fiscal year ended March 31, 2012 with comparative figures for the previous year

Estimate 2011/12[a]	Appropriation	Actual 2011/12	Actual 2010/11[b]	Increase/ (Decrease)	Expl. No.
	09-4 Child and Family Services				
	(a) Strategic Initiatives and Program Support				
$1,743	Salaries and Employee Benefits	$2,311	$2,156	$155	
1,041	Other Expenditures	1,936	1,214	722	15
484	Aboriginal Justice Inquiry – Child Welfare Initiative	113	106	7	
	(b) Child Protection				
4,087	Salaries and Employee Benefits	4,634	4,727	(93)	
2,139	Other Expenditures	2,753	2,528	225	
360,224	Authorities and Maintenance of Children	394,618	354,667	39,951	16
933	The Family Support Innovations Fund-Mandated Agencies	789	918	(129)	
	(c) Family Violence Prevention				
637	Salaries and Employee Benefits	503	492	11	
93	Other Expenditures	80	77	3	
12,369	External Agencies	11,956	11,678	278	
$383,750	**Total 09-4**	**$419,693**	**$378,563**	**$41,130**	

EXPENDITURE SUMMARY TABLE

Department of Family Services and Labour
Expenditure Summary ($000s)

For the fiscal year ended March 31, 2012 with comparative figures for the previous year

Estimate 2011/12[a]	Appropriation	Actual 2011/12	Actual 2010/11[b]	Increase/ (Decrease)	Expl. No.
	09-5 Community Service Delivery				
	(a) Service Delivery Support				
$2,647	Salaries and Employee Benefits	$3,569	$3,369	$200	
4,479	Other Expenditures	4,961	4,900	61	
	(b) Rural and Northern Services				
24,621	Salaries and Employee Benefits	23,923	23,841	82	
3,878	Other Expenditures	4,156	4,043	113	
	(c) Winnipeg Services				
33,687	Salaries and Employee Benefits	34,138	33,756	382	
4,122	Other Expenditures	4,797	4,979	(182)	
	(d) Provincial Service				
2,604	Salaries and Employee Benefits	2,297	2,259	38	
627	Other Expenditures	595	570	25	
	(e) Manitoba Developmental Centre				
29,291	Salaries and Employee Benefits	28,966	29,688	(722)	
2,832	Other Expenditures	2,606	2,621	(15)	
(172)	Less: Recoverable from other appropriations	(313)	(298)	(15)	
	(f) Winnipeg Child and Family Services				
17,417	Salaries and Employee Benefits	18,200	19,233	(1,033)	
1,790	Other Expenditures	2,030	2,010	20	
$127,823	**Total 09-5**	**$129,925**	**$130,971**	**($1,046)**	
$3,937	**09-6 Costs Related to Capital Assets**	**$ 3,826**	**$ 3,947**	**($ 121)**	
$961,698	**Total Family Services and Labour**	**$1,007,646**	**$940,161**	**$67,485**	

1. The variance is primarily due to reduced expenditures related to accessibility renovations.
2. The variance is primarily due to vacancies in 2010/11.
3. The variance is primarily due to increased Mainframe Processing costs and increased desktop and IT related support costs.
4. The variance is primarily due to increased expenditures for external audits of child and family services mandated agencies.
5. The variance is primarily due to staff turnover and the transfer of staff relating to the Mechanical and Engineering branch functions moving to Office of the Fire Commissioner.
6. The variance is primarily due to proponents' delay in meeting grant requirements.
7. The variance is primarily due to reduced expenditures related to a public education campaign.
8. The variance is primarily due to the establishment of a grant in 2011/12.
9. The variance is primarily due to legal and professional services and advertising expenses.
10. The variance is due to the transfer of branch functions to the Office of the Fire Commissioner in 2011/12.
11. The variance is due to the transfer of branch functions to the Office of the Fire Commissioner in 2011/12.
12. The variance is primarily due to annualization of services implemented part year in 2010/11 and new volume implemented in 2011/12. In addition 2011/12 was a leap year resulting in an additional day of per diem payments.
13. The variance is primarily due to costs related to the new Parent Zone website and capital fees paid to the Public Schools Finance Board.
14. The variance is primarily due to increased operating grants due to increased spaces and annualization requirements.
15. The variance is primarily due to increased legal expenditures.
16. The variance is primarily attributable to an increase in the number of children in care and increased costs for Child Maintenance, as well as increased funding to the Child and Family Service Authorities/Agencies for their funding model.

NOTES:

a) The 2011/12 Estimate reflects amounts as displayed in the Printed Main Estimates as well as allocations from an Enabling Appropriation.
b) The 2010/11 data has been reorganized to reflect the 2011/12 appropriation structure.

Department of Family Services and Labour

Performance Reporting: Measures of Performance or Progress

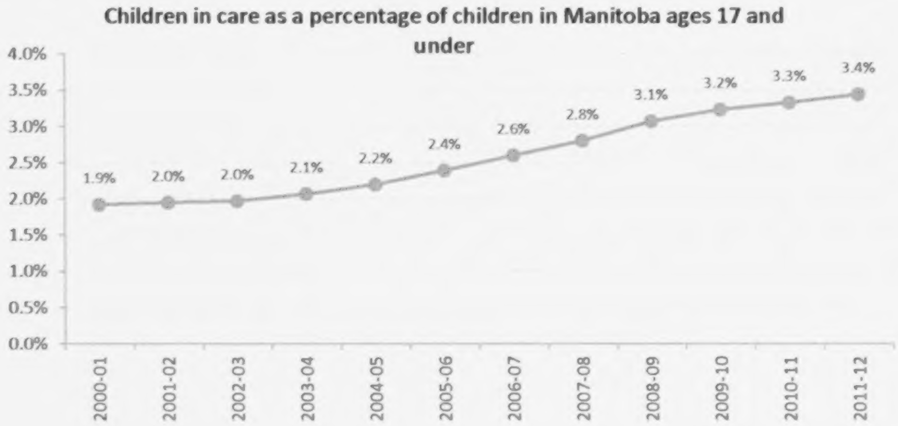
The following section provides information on key performance measures for the department for the 2011/12 reporting year. All Government of Manitoba departments include performance measures in their Annual Reports which are intended to complement financial results and provide Manitobans with meaningful and useful information about government activities, and their impact on the province and its citizens.

For more information on performance reporting and the Manitoba government, visit www.manitoba.ca/performance. Your comments on performance measures are valuable to us. You can send comments or questions to mbperformance@gov.mb.ca.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2011/12 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
Community Living disABILITY Services' Supports (formerly Supported Living Program) - Active caseload of people assisted by Community Living disABILITY Services (this includes individuals who received some type of funded service, as well as individuals who received assistance through case management activities).	An increase to this measure demonstrates government's continuing commitment to persons with disabilities and increasing their participation in the community.	Total 3,527 (1999/00)	Total 5,227	Since 1999, the total active caseload has increased by 48.2%.	Since 1999, individuals funded for Residential Services increased by 102.5 per cent (from 1,680 to 3,402). There was a 3.8 per cent increase (3,279 to 3,402) in the number of individuals funded for Residential Services in the last year. These supports allowed over 5,227 adults with a mental disability to safely live and more fully participate as active members of the community.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2011/12 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
Availability of child care – Per cent of children age 12 and under for whom there is a regulated child care space.	The availability of regulated child care spaces is a key indicator of how Manitoba is progressing with respect to access to supports for children, families and communities.	**Overall** Ages 0-12: 12.4% (2000/01) **Preschool** Ages 0-5: 21.0% (2000/01) **School age** Ages 6-12: 6.0% (2000/01)	**Overall** Ages 0-12: 16.6% (2011/12) **Preschool** Ages 0-5: 23.6% (2011/12) **School age** Ages 6-12: 10.5% (2011/12)	There has been an increase in this indicator from 2001, for all categories. Although there was an increase in the number of licensed child care spaces in all categories, the estimated growth in the number of preschool children in Manitoba increased at a greater pace in 2011/12. Therefore, while the "overall" and "school age" indicators increased from 2010/11, the "preschool" indicator decreased slightly.	In April 2008, Manitoba launched *Family Choices: Manitoba's Five-Year Agenda for Early Learning and Child Care*. In the first four years of *Family Choices*, initiatives to strengthen early learning and child care were introduced, including a commitment to fund 5,600 more spaces, building new program sites, a Workforce Stability Strategy, an age-appropriate curriculum framework and new safety measures. Since 1999, over 11,642 more child care spaces have been approved for funding. In 2010/11, there were 29,811 licensed spaces in Manitoba; in 2011/12, the number of spaces increased to 30,614. Funding for the Inclusion Support Program, which encourages meaningful participation of children with additional support needs in child care, has increased by 166 per cent since 1999.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2011/12 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
The incidence of child welfare cases in which the agency deems it necessary to remove a child or children, by measuring the number of children in care as a percentage of children in Manitoba ages 17 and under.	The percentage of Manitoba children in care indicates the level of activity of the CFS agencies in bringing children into care. It may also be seen as a broad measure of the well-being of children in a community (please see comments column).	1.9% (2000/01)	3.4%	While the percentage of Manitoba children in care has increased from 1.9% to 3.4% since 2000/01, recent rates of increase indicate a slowing of this trend.	According to a 2009 report of the National Child Welfare Outcomes Indicator Matrix initiative, "[a]s a broader community health indicator, the incidence of out-of home placement is an important gauge of the overall well-being of children in a community."[1] Note, however, that the number of children in care is driven by many factors, including the composition and growth rate of Manitoba's population, societal changes, economic conditions, employment rates, family and community relations and supports, and changes in definitions.



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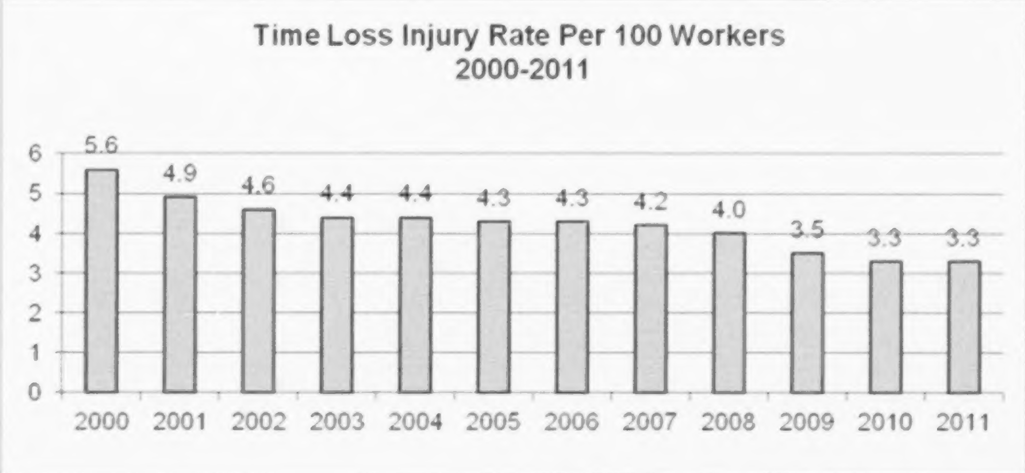
[1] Trocmé, N., *et al* (2009) *National Child Welfare Outcomes Indicator Matrix (NOM)*. Retrieved from http://www.cecw-cepb.ca/publications/948

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2011/12 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
The effectiveness of workplace safety and health prevention programs, by measuring the time-loss injury rate.	Time-loss injuries result in personal suffering for workers and their families and lower productivity for businesses.	We are starting from a baseline of 5.6 time-loss injuries per 100 workers in 1999/00.	The time-loss injury rate was 3.3 per 100 workers in 2011/12.	The time-loss injury rate has declined by approximately 41%, from 5.6 in 1999/00 to 3.3 in 2011/12.	Rates are based on lost-time claims for workers covered by workers compensation. While the overall injury rate has substantially decreased since 2000. Enforcement and education activities will continue to be increased, especially in those areas needing special attention. The final five of 20 new workplace safety and health officers hired in 2011 (as committed by Government) will continue to assist in this effort. For more information, see pages 43-44 of this Report.
					

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2011/12 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
The level of activity to promote compliance with workplace safety and health legislative and regulatory requirements.	Compliance is a key element in protecting the safety and health of workers, building a level playing field for employers, and promoting a safety and health culture in our workplaces.	We are starting from approximately 1,600 workplace inspections conducted in 1999/00.	In 2011/12, there were 12,838 workplace inspections conducted.	The number of workplace inspections has increased tremendously, from approximately 1,600 in 1999/00 to over 12,800 in 2011/12.	Factors contributing to the increase in the number of workplace inspections include increased safety and health officer staffing, divisional efforts to maximize administrative efficiencies, and the prioritizing of workplace safety and health by the Manitoba government. In recent years, inspections have been focused on specific sectors and groups of workers that exhibit higher than normal risk for workplace injury. For more information, see pages 43-44 of this Report.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2011/12 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
The stability of the labour relations climate, by measuring the annual number of person-days lost per month through strikes and lockouts.	Person-days lost through strikes and lockouts disrupt the economy, and may discourage investment in the province.	We are starting from an average of 7,199 person-days lost per month in 1999/00.	In 2011/12, the average number of person-days lost per month was 2,211.	The number of person-days lost to labour disputes is less than half of what it was in 1999/00.	During the 2011/12 year, Conciliation and Mediation Services completed 94 per cent of its conciliation assignments without a work stoppage. The Branch also had a 93 per cent success rate on its joint grievance mediation assignments and a 93 per cent success rate on its expedited grievance mediation cases. For more information, see pages 37-39 of this Report.

What is being measured and using what indicator?	Why is it important to measure this?	Where are we starting from (baseline measurement)?	What is the 2011/12 result (current year) or most recent available data?	What is the trend over time?	Comments/Recent Actions/ Report Links
The timeliness of our system for dealing with employment standards claims, by tracking the average number of days required for formal resolution of a claim.	Timely resolution of complaints is important in protecting the rights of employees, particularly vulnerable workers, and in ensuring the Branch conducts effective and efficient investigations.	In 1999/00, the average number of days to resolve a complaint through the formal process was 175.	The average number of days in 2011/12 was 117.	The average number of days to resolve a claim has decreased steadily from 175 days in 1999/00 to a low of 97 days in 2008/09.	The per cent of claims being resolved through the voluntary quick resolution process generally averages 40 per cent. In 2011/12, this increased to 45 per cent with only a slight increase in number of days to resolve a claim through this process (39 days, up from 31 days in 2010/11).

The Public Interest Disclosure (Whistleblower Protection) Act

The Public Interest Disclosure (Whistleblower Protection) Act came into effect in April 2007. This law gives employees a clear process for disclosing concerns about significant and serious matters (wrongdoing) in the Manitoba public service, and strengthens protection from reprisal. The Act builds on protections already in place under other statutes, as well as collective bargaining rights, policies, practices and processes in the Manitoba public service.

Wrongdoing under the Act may be: contravention of federal or provincial legislation; an act or omission that endangers public safety, public health or the environment; gross mismanagement; or, knowingly directing or counselling a person to commit a wrongdoing. The Act is not intended to deal with routine operational or administrative matters.

A disclosure made by an employee in good faith, in accordance with the Act, and with a reasonable belief that wrongdoing has been or is about to be committed, is considered to be a disclosure under the Act, whether or not the subject matter constitutes wrongdoing. All disclosures receive careful and thorough review to determine if action is required under the Act, and must be reported in a department's annual report in accordance with Section 18 of the Act.

The following is a summary of disclosures received by Manitoba Family Services and Labour and the Office of the Fire Commissioner for fiscal year 2011/12:

Information Required Annually (per Section 18 of The Act)	**Fiscal Year 2010/11**
The number of disclosures received, and the number acted on and not acted on. *Subsection 18(2)(a)*	**NIL**
The number of investigations commenced as a result of a disclosure. *Subsection 18(2)(b)*	**NIL**
In the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations or corrective actions taken in relation to the wrongdoing, or the reasons why no corrective action was taken. *Subsection 18(2)(c)*	**NIL**